2005-06

ALBERTA GOVERNMENT SERVICES
ANNUAL REPORT

Alberta

2007-00128

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Preface

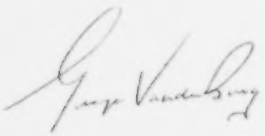
The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 24 ministries.

The annual report of the Government of Alberta released June 26, 2006 contains the Minister of Finance's accountability statement, the consolidated financial statements of the province and a comparison of the actual performance results to desired results set out in the government's business plan, including the Measuring Up report.

This annual report of the Ministry of Government Services contains the Minister's accountability statement, the audited financial statements of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This ministry annual report also includes other financial information as required by the Financial Administration Act and Government Accountability Act, either as separate reports or as a part of the financial statements, to the extent that the ministry has anything to report.

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2006 was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 1, 2006 along with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.



George VanderBurg
Minister of Government Services
September 1, 2006

Message from the Minister

I am honoured to present the 2005-06 Annual Report of the Ministry of Government Services.

Since my appointment to Cabinet in April 2006, I have experienced firsthand the commitment of the highly skilled, versatile and dedicated staff of the ministry. Their efforts on behalf of Albertans and the application of innovative technology allow us to efficiently deliver an impressive array of products, services and information.

Government Services oversees legislation that regulates, promotes and enforces fair business practices designed to encourage consumer confidence in Alberta.

Each year, the ministry and a network of more than 220 registry agents conveniently located across the province handle nearly 17 million transactions including issuing driver's licences, registering births, marriages and deaths, land title searches and registrations of businesses, vehicles and liens against personal property.

Assisting provincial and local public bodies in ensuring Albertans gain access to the information they need while safeguarding their privacy is an important role of the ministry. As well, the Utilities Consumer Advocate plays a key role in ensuring homeowners, tenants, farmers and operators of small businesses are represented fairly in their dealings with utility companies, regulatory agencies such as the Alberta Energy and Utilities Board (EUB) and the provincial government.

The ministry celebrated a number of significant achievements in 2005-06 on behalf of our clients and stakeholders:

- More than 1,300 consumer investigations were completed with nearly $520,000 in settlements recovered for consumers and more than $800,000 restored to trust accounts.
- The recent implementation of facial recognition software has allowed the ministry's Special Investigations Unit to compare new driver's licence photos to existing photos in the Motor Vehicles registry. In 2005-06, the program uncovered more than 50 duplicated photos. More than 40 criminal and regulatory charges including forgery, impersonation and uttering a forged document have been laid.
- Advice and information on marketplace issues was provided to nearly 190,000 Albertans through the ministry's toll-free Consumer Information Centre (1-877-427-4088).
- The active real estate market across the province resulted in the processing of more than 1.9 million revenue-generating transactions resulting from 1.3 million land title registrations. As well, almost 4.5 million searches, including 3.7 million title searches, 446,000 document searches and 295,000 plan searches were provided.
- Consumers were represented at a number of EUB hearings, helping to achieve approximately $90 million in reductions to their electricity and natural gas billings.

I am proud that as we move into the future, Alberta Government Services will continue to contribute to those qualities of life that make Alberta a great place to work, play and raise a family.

George VanderBurg
Minister of Government Services
September 1, 2006

Management's Responsibility for Reporting

The Ministry of Government Services includes the Department of Government Services.

The executives of the department have the primary responsibility and accountability for the department. Collectively, the executive team ensures that the ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the financial statements and performance results for the ministry rests with the Minister of Government Services. Under the direction of the Minister, I oversee the preparation of the ministry's annual report, including financial statements and performance results. The financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The financial statements are prepared in accordance with the government's stated accounting policies.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the ministry's financial administration and reporting functions. The ministry maintains systems of financial management and internal control that give consideration to costs, benefits and risks that are designed to:

- Provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations and properly recorded so as to maintain accountability of public money.
- Provide information to manage and report on performance.
- Safeguard the assets and properties of the province under ministry administration.
- Provide to Executive Council, Treasury Board, the Minister of Finance and the Minister of Government Services any information needed to fulfil their responsibilities.
- Facilitate preparation of ministry business plans and annual reports required under the *Government Accountability Act*.

In fulfilling my responsibilities for the ministry, I have relied as necessary on the executives of the department.

Robert Bhatia
Deputy Minister
Department of Government Services
September 1, 2006

Overview

MINISTRY ENTITIES

Minister of Government Services
Honourable George VanderBurg, Minister
Phone: (780) 415-4855 Fax: (780) 415-4853

Government Services
Robert Bhatia, Deputy Minister and Utilities Consumer Advocate
Phone: (780) 427-0621 Fax: (780) 427-0902 Website: www.governmentservices.gov.ab.ca

Consumer Services and Land Titles
Contact: Laurie Beveridge, Assistant Deputy Minister
Phone: (780) 427-4095 Fax: (780) 422-0818 laurie.beveridge@gov.ab.ca

- Supports a fair and effective marketplace for consumers and businesses by administrating and enforcing consumer-related legislation.
- Provides land title services under the Torrens system of land registration.

Service Alberta and Registries
Contact: Wilma Haas, Assistant Deputy Minister
Phone: (780) 415-6090 Fax: (780) 422-8151 wilma.haas@gov.ab.ca Website: www.servicealberta.gov.ab.ca

- Leads a cross-ministry initiative to make it easier for Albertans to obtain government information and services using their choice of delivery channels.
- Ensures the delivery and integrity of access to motor vehicles, personal property, vital statistics and corporate registry and licensing services.

Utilities Consumer Advocate (UCA)
Contact: Laurie Beveridge, Assistant Utilities Consumer Advocate
Phone: (780) 644-5130 Fax: (780) 644-5129 laurie.beveridge@gov.ab.ca Website: www.UCAhelps.gov.ab.ca

- Provides a voice for Albertans to ensure their questions and concerns about the restructured electricity and natural gas markets are heard and effectively addressed. The UCA works directly with other consumer organizations to represent consumers with a strong, credible voice before the Alberta Energy and Utilities Board.

Government and Program Support Services
Contact: Tom Thackeray, Assistant Deputy Minister
Phone: (780) 415-5852 Fax: (780) 427-1120 tom.thackeray@gov.ab.ca

- Administers the *Freedom of Information and Protection of Privacy Act* and provides support to public bodies that are required to comply with the act.
- Ensures access and privacy legislation is effective and provides advisory and support services to Alberta government and local public bodies as well as private sector organizations.
- Assists ministries across government in managing their information resources.
- Internal services include legislative planning and compliance, accountability and risk management.

Ministry Support Services
Contact: Deputy Minister's Office
Phone: (780) 427-0621 Fax: (780) 427-0902 government.services@gov.ab.ca

- The Senior Financial Officer provides business planning, budgeting and financial management services.
- The Chief Information Officer provides direction for information technology initiatives.
- The Public Affairs Bureau and internal resources jointly provide communication services.
- The Director of Human Resources and Administration provides strategic human resource and administrative services.
- Legal services are provided by Alberta Justice.

OPERATIONAL OVERVIEW

The Ministry of Government Services draws its name from the vast range of products, services and information provided on a daily basis to Albertans. Through its registration and licencing services, Government Services helps Albertans with diverse personal and business transactions. The ministry helps to protect the interests of Albertans whenever they apply for or renew their Alberta driver's licence, register or search for information on land titles or apply for a birth certificate.

Confidence in a fair and effective Alberta marketplace is promoted by the ministry's acclaimed consumer legislation. This legislation becomes reality through awareness programs, consumer education and effective enforcement. The result is fewer Albertans become the target of unscrupulous business practices.

The Office of the Utilities Consumer Advocate (UCA) represents the interests of homeowners, tenants, farmers and operators of small businesses in Alberta's restructured energy utility markets. The UCA, in co-operation with other consumer groups, ensures that the interests of Alberta consumers are effectively represented in regulatory proceedings so that consumers receive reliable utility service at a reasonable cost. The UCA also mediates the resolution of consumer complaints with their utility providers. Tools, information and advice are provided by the UCA to help Alberta consumers make informed energy choices in the restructured electricity and natural gas markets.

The ministry strives to ensure that access and privacy legislation is effective and provides advisory and support services to Alberta government and local public bodies as well as private-sector organizations. These activities assist in protecting Albertans' privacy and in ensuring they have appropriate access to information.

In delivering these diverse programs, the ministry maintains a tradition of service excellence. This tradition extends to promoting the corporate goals and strategic directions of the provincial government.

The ministry's vision statement indicates its commitment to continually seek out the best ways to meet client needs: *Albertans served with excellence through innovative leadership.*

The ministry's mission statement outlines its strong client focus: *Serving Albertans by promoting a fair marketplace, providing effective access to government information and services and protecting privacy.*

To fulfil its vision and mission, the ministry has two core businesses:

1. *Support a fair and effective marketplace in Alberta.*
2. *Lead service improvement initiatives on behalf of the Government of Alberta.*

Core Business 1: Support a fair and effective marketplace in Alberta

Integral to this core business is the efficient delivery of licensing and registry services through private sector partnerships, government offices and Internet access. As a result of Alberta's prosperous economy, demand for these services continues to rise. In 2005-06, the ministry processed nearly 17 million transactions including vehicle registrations, driver's licence applications and land title registrations on behalf of consumers and businesses. By ensuring these licensing and registry services are accessible, secure, accurate and competitively priced, the ministry supports Alberta's marketplace activities.

The protection and education of consumers is also a key objective of this core business. An effective legislative framework coupled with comprehensive business licensing requirements contribute to a prosperous economy where consumers and businesses can be confident they are conducting business

transactions in a fair environment. In addition, marketplace awareness initiatives are targeted to both buyers and sellers with a focus on informing them of their rights and obligations and empowering them to help themselves.

The Utilities Consumer Advocate operates under this core business to ensure Alberta's utilities market is fair and effective. The UCA promotes understanding of the restructured electricity and natural gas markets and ensures Albertans' concerns and complaints are heard and addressed.

Core Business 2: Lead service improvement initiatives on behalf of the Government of Alberta

The services provided under this core business support Albertans directly and also promote the overall efficiency and effectiveness of government ministries and other public bodies.

Albertans benefit directly from the Service Alberta initiative, which enables Albertans to access government information and services in a manner of their choice. Albertans will receive seamless, secure and consistent service across all delivery channels.

Government Services also provides a corporate framework and support services for information management and access to information and protection of privacy legislation. Specifically, the ministry promotes and administers legislation such as the *Freedom of Information and Protection of Privacy Act* (FOIP) and the *Personal Information Protection Act* (PIPA). The ministry strives to ensure this legislation is effective by providing advisory and support services to Alberta government and local public bodies as well as private-sector organizations. In accordance with the *Records Management Regulation*, effective information management practices are promoted through the establishment of corporate standards and the provision of advisory services, reference materials and training.

Support for Government of Alberta Goals

Through its core businesses and associated ministry programs, Government Services plays a key role in supporting the following Government of Alberta goals:

Alberta will have a diversified and prosperous economy – The ministry facilitates millions of transactions for Albertans through its registry services. Consumer confidence in Alberta is promoted by continually reviewing and enforcing marketplace legislation to ensure it remains current and responsive to emerging issues.

Alberta will have a financially stable, open and accountable government – Through Service Alberta, the ministry is improving Albertans' access to government information and services. As well, the ministry supports the goal of openness and accountability by providing support and advisory services to public bodies that administer the *Freedom of Information and Protection of Privacy Act* and records management legislation. Government Services also leads the province's Information Management Framework which aims to provide a disciplined approach to managing information assets that is consistent across the Government of Alberta. Financially, the ministry contributes to the Alberta Advantage by maintaining a competitive licensing and registration fee structure.

Alberta will be a fair and safe place to work, live and raise families – The ministry protects Albertans' interests through the Utilities Consumer Advocate by ensuring electricity and natural gas consumer concerns are heard at regulatory proceedings. Effective consumer awareness and protection programs targeted at those who are most vulnerable also support this Government of Alberta goal.

Ensuring ministry-issued documents and processes minimize fraud and identity theft helps to protect people's private information. Efforts such as supporting private sector privacy legislation and assisting Albertans in protecting their personal identity help make Alberta a fair and safe place to work, live and raise a family.

KEY ACTIVITIES IN THE PAST YEAR

Taking care of the needs of people by developing and delivering an impressive array of products, services and information was the key accomplishment for Alberta Government Services in 2005-06.

The public's growing demand for the ministry's services and a resulting increased volume of transactions continued to present challenges for ministry staff. Nevertheless, the ministry substantially met the majority of its performance targets for the year. Details of those benchmarks and the ministry's performance can be found in the Integrated Results Analysis section of this report.

In addition to its success in meeting the majority of its performance targets, the ministry had a number of other accomplishments:

- Amendments were made to the *Access to Motor Vehicle Information Regulation* to provide private investigators and the Insurance Bureau of Canada controlled access to the Motor Vehicle Registry to help in the fight against auto and insurance crime.
- The ministry completed a provincewide consultation with registry agents to gauge interest in delivering additional services on behalf of the government and to assess priority areas for enhancing the security and quality of service delivery. This initiative resulted in the development of the Foundation for the Future, a broad plan to move forward with enhancements.
- New on-line training and accreditation opportunities were identified for our Motor Vehicle and Vital Statistics business system to meet future learning strategies. In consultation with the Association of Alberta Registry Agents, Alberta Motor Association and MacEwan College, these new opportunities included re-engineering the training content in a competency-based format, integrating e-learning technologies into the learning/delivery process and assessing training performance. MacEwan College will provide training through a single learning environment for our stakeholders and service delivery arms.
- The ministry developed a new organizational model for registries renewal that builds on project achievements to date and ensures the strategic business directions of the initiative are successful.
- The ministry's Land Titles branch processed 1.3 million land title registrations, reflecting Alberta's hot property market. Despite the addition of new staff, this pace has resulted in longer turnaround times to process registrations.
- Government Services hosted a tenancy conference with provincial representatives from Nova Scotia, Prince Edward Island, Newfoundland and Labrador, Ontario, Manitoba, Saskatchewan, British Columbia and the Northwest Territories. This conference resulted in discussions on tenancy issues and common activities across the jurisdictions.
- Changes to the *Residential Tenancies Act* developed by the ministry were passed in the spring of 2005 to help clarify the process for tenants to move out of unhealthy or unsafe housing, prohibit tenants from objecting if they're being evicted for not paying rent and allow landlords to return security deposits by regular mail. These changes help landlords and tenants make the most of their relationship and promote a better quality of life for many Albertans who rent their home.
- Nearly $520,000 was returned to Alberta consumers through court-ordered restitution, bond claims and settlements reached by staff during investigations of consumer complaints. In addition, more than $800,000 was restored to trust accounts as a result of investigations and audits.

- The Alberta Consumer Champion Awards were introduced by the ministry. These awards recognize the efforts of individuals, organizations, businesses and members of the media who demonstrate commitment and innovation in educating Alberta consumers and promoting fairness in the marketplace.
  - The first awards were presented to seven outstanding recipients at an awards ceremony in Edmonton on March 22, 2006.
  - The inaugural Minister's Award was presented to Edmonton resident Max Satanove who was nominated by the Alberta Consumers' Association for his long-term contributions to consumer awareness in the area of grocery pricing. Max has been tracking and publishing the price of groceries in a weekly survey since 1988.
- The ministry joined consumer-protection counterparts from across Canada to launch a public consultation on Working Together to Prevent Identity Theft, a discussion paper that outlines the proposed changes to legislation that would strengthen safeguards against identity theft and include measures aimed at helping victims of such crimes.
- Working with industry and consumer representatives, the Utilities Consumer Advocate (UCA) represented consumers at Alberta Energy Utility Board hearings, helping to achieve approximately $90 million in reductions to their electricity and natural gas billings.
- Two new tools were developed by the UCA in co-operation with consumer groups, energy retailers and Alberta Energy to help Albertans in their energy buying decisions. The tools include a standardized, plain language energy contract and the ability to "sign" contracts over the telephone. The new contracts consist of a common set of terms and conditions that clearly outline the rights and responsibilities of both the consumer and their energy retailer.
- The ministry refreshed the vision for Service Alberta. Opportunities to provide easier access to government services and service options that meet the needs of specific citizen groups were identified. Services were improved and cost savings achieved by streamlining processes and increasing citizens' awareness of Government of Alberta services.
- Government Services successfully implemented major enhancements to the Service Alberta website in June 2005 based on feedback from Albertans. Service Alberta is one of the first Government of Alberta websites to adopt RedDot as its new content management software. Major enhancements include:
  - Increased profile and content for businesses.
  - Streamlined process for ministries to contribute and maintain their information on the Service Alberta website.
  - Improved accessibility for persons with disabilities by offering a text-only version of the website and by allowing users to increase the font size on the website.

- Government Services collaborated with ministries to improve service delivery through the Service Alberta website. Improvements include increasing the number of government forms available online to Albertans, planning an Immigrate to Alberta website, adding a new rural residents' content bundle on the Service Alberta website to support the Rural Development Initiative and supporting the Alberta Children and Youth Initiative ensuring Service Alberta links to relevant youth programs and services.
- As a result of legislative amendments and to keep abreast of an evolving marketplace, the *Automotive Business Regulation* and *Collection Practices Regulation* were amended. The *Electricity Marketing Regulation* and *Natural Gas Marketing Regulation* were merged into the new *Energy Marketing Regulation*.
- Amendments were also approved for legislation to help the province take a more active role in detecting and preventing mortgage fraud:
  - The *Land Titles Amendment Act* allows Land Titles Office staff to request proof of identity when registering a transfer of property ownership. The amendments also permit staff to refuse registration in some cases.
  - The *Real Estate Amendment Act* clarifies the role of the Real Estate Council of Alberta (RECA) and allows the Council to be more aggressive in its fight against mortgage fraud. The amendments ensure that RECA has the appropriate investigative powers to carry out its job of regulating Alberta's real estate industry and enhancing the council's ability to share personal information about mortgage fraud perpetrators when such action is appropriate.
  - Changes to the *Freedom of Information and Protection of Privacy Act* (FOIP) will protect Albertans from unauthorized access to private information through the *USA PATRIOT (Uniting and Strengthening America By Providing Appropriate Tools Required to Intercept And Obstruct Terrorism) Act*.

FINANCIAL HIGHLIGHTS

Results of Operations

The following illustrates the ministry's financial performance for the year.

2005-06 Financial Analysis
($000)

	Original Estimates	Actuals	Variance	
				Explanations
Revenue	361,081	388,959	27,878	Higher transaction volumes in all of the registries, particularly prevalent in Motor Vehicles and Land Titles. Higher real estate values impact Land Titles revenues.
Expenditures				
Operating Expense	89,668	84,915	4,753	Lower personnel costs due to hiring lags. Lower expense in Utilities Consumer Advocate and lower amortization costs due to the deferral of planned asset deployment.
Capital Expenditure	9,378	8,480	898	The ministry received authorization to transfer $698,000 from capital to operating.
Statutory Expense	119	590	(471)	Impact of increased salary rates on provision for vacation pay and additional provision for uncollectible amounts from Land Titles debtors.
Asset Write-down	0	925	(925)	Impact of change in strategic direction in the Registries Renewal project.
Total Expenditures	99,165	94,910	4,255	

Revenues

The ministry's primary sources of revenue are from fees and licences relating to the following:

- Motor Vehicles
- Land Titles and related services
- Personal Property
- Corporate Registrations *(Business Corporations Act)*
- Vital Statistics

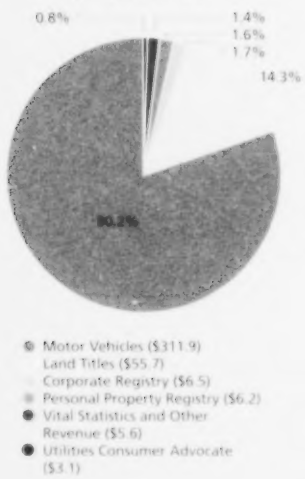
These revenues are based on a fee per transaction as well as the associated volume of transactions. The amount of revenue collected is dependent upon factors such as the economic health of the province and changes in population. Fees for registration of land titles are based on a fee per transaction and in some instances an additional fee based on the value of the real estate or mortgage.

Changes in government fees require legislative or regulatory amendments as well as authorization from the appropriate government body (i.e. Standing Policy Committee, Treasury Board) and consultation with stakeholders. There were no changes in government fees in 2005-06.

The ministry received industry contributions in support of the Utilities Consumer Advocate. In 2005-06, $3.1 million was contributed with 80 per cent funded through the Balancing Pool (section 148 of the *Electric Utilities Act*) and the balance by the province's three natural gas distributors (section 28.1 of the *Gas Utilities Act*).

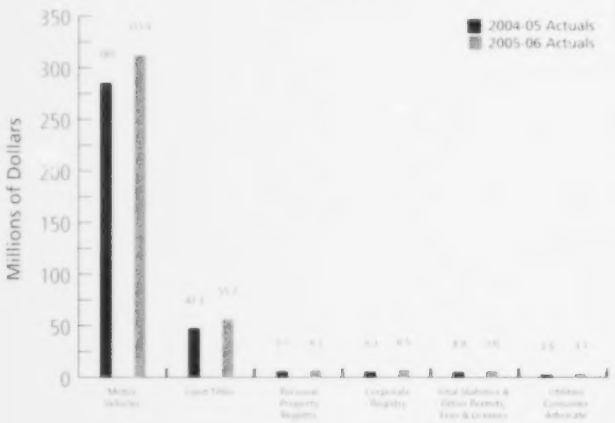
Sources of 2005-06 Revenue

(millions of dollars)



Comparison of 2005-06 Revenue to 2004-05 Restated Revenue

(millions of dollars)



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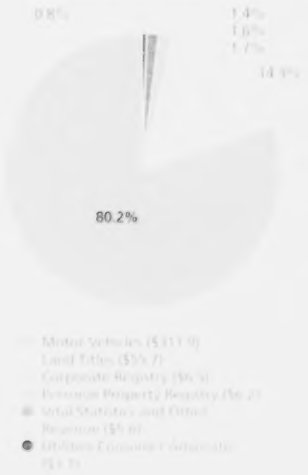


Comparison of 2005-06 Revenue to 2004-05 Restated Revenue

(millions of dollars)

The majority of the ministry's fees and licences revenue is generated through the sale of registrations, licensing and search services associated with the Motor Vehicle Registry, the largest of the five registries. Services are delivered through more than 220 neighbourhood registry agents across the province. As well, some services are now offered online.

Motor vehicle-related revenues increased to $311.9 million, an increase of $26.9 million over 2004-05, primarily due to increases in transaction volumes for commercial vehicle registrations (54,000) and passenger vehicle registrations (115,000). In addition, operator licence transaction volumes were higher by 79,000 which represented an 8.8 per cent increase over last year.

Land Titles registration and search services generated $55.7 million. Government offices in Edmonton and Calgary provide examination and registration-related services while registry agents provide land title searches, historical searches and certified copies of land titles. In addition, the Spatial Information System (SPIN II) provides businesses and individuals with an opportunity to obtain online searches of land titles data products including registered survey plans, certified titles and registered documents as well as other forms of land information through either account or credit card payment.

Land Titles revenues increased by $8.4 million over 2004-05. This was attributable to increases in the volume of land-related transactions as well as escalating property values. Specifically, there were 138,000 more registrations and 517,000 more searches than in the prior year.

A further $6.2 million of revenue comes from the Personal Property Registry, which provides online registration and search services for claims against personal property. The term personal property is used to describe consumer goods such as motor vehicles, household and personal items, industrial or farming equipment and aircraft. Services related to this registry are delivered by the registry agent network as well as through online registry services. Revenue from the Personal Property Registry registrations and searches had a moderate increase of $0.5 million over 2004-05 due to the expanding economy and increased demand for consumer durable goods.

The *Business Corporations Act* guides the incorporation and registration of all corporations, business names and extra-provincial corporations. These services are provided by authorized service providers, including registry agents, law firms, accounting firms and search houses. Revenues increased $1.2 million over 2004-05 and represented $6.5 million of the ministry's 2005-06 fees and licences revenue.

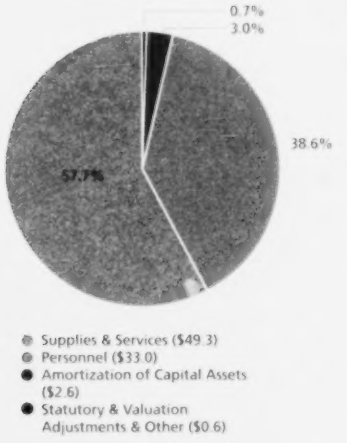
An additional $5.6 million in revenue was generated through various other fees and licences including marriage licences, certificates for key events such as births, deaths, adoptions and name changes, as well as business licences. This amount also includes refunds of prior year expenditures. Vital statistics and other revenue increased $0.7 million over 2004-05 due to a corresponding increase in transactions (volumes for Vital Statistics were up by more than 24,000).

The Utilities Consumer Advocate (UCA) operates on a cost-recovery basis. Eighty per cent of funding is provided by the Electricity Balancing Pool. The remaining 20 per cent comes from Alberta's natural gas distributors. Revenue of $3.1 million was reported in 2005-06, up from the previous year by $0.6 million primarily due to the increased recovery of costs in contracted services.

Expenses

A breakdown of expenses by category is shown below.

2005-06 Operating Expenses by Category
(millions of dollars)



Operating expenses, statutory expenses and valuation adjustments in combination increased by $9.0 million over 2004-05. This additional expense results from:

- Governmentwide increases in staff salaries plus a required adjustment in pension plan premiums.
- Increases in data processing, information technology maintenance and materials and supplies costs.
- Increased staff, supplies and services costs within the Registries program area to address sustained growth in transaction volumes and to strengthen and enhance security and privacy of information.

Approximately 57.7 per cent ($49.3 million) of the expense budget is directed toward the purchase of supplies and services. Key expenses within this category include contracted services ($17.4 million), charges from the Ministry of Restructuring and Government Efficiency ($14.4 million), data processing ($8.2 million) and materials and supplies ($4.3 million). Staffing accounts for 38.6 per cent ($33.0 million) and amortization charges of $2.6 million account for most of the remaining expenses.

In addition to the operating expenses identified above, the ministry expended capital funding of $8.5 million in support of licensing and registration services and information technology improvements.

Expenses by Core Businesses and Goals

The operating expenses attributed to Core Business 1 – Fair and Effective Marketplace totalled $81.4 million, 95.2 per cent of total expenses in 2005-06. The remaining $4.1 million or 4.8 per cent of expenses are attributed to Core Business 2 – Service Improvement Initiatives.

2005-06 Operating Expenses by Core Business
(millions of dollars)

A breakdown of expenses by category is shown below.

2005-06 Operating Expenses by Category

Operating expenses, statutory expenses and valuation adjustments in combination increased by $9.0 million over 2004-05. This additional expense results from:

- Government-wide increases in staff salaries plus a required adjustment in pension plan premiums.
- Increases in data processing, information technology maintenance and materials and supplies costs.
- Increased staff, supplies and services costs within the Registries program area to address sustained growth in transaction volumes and to strengthen and enhance security and privacy of information.

Approximately 52.7 per cent ($49.3 million) of the expense budget is directed toward the purchase of supplies and services. Key expenses within this category include contracted services ($17.4 million), charges from the Ministry of Restructuring and Government Efficiency ($14.4 million), data processing ($8.2 million) and materials and supplies ($4.3 million). Staffing accounts for 38.6 per cent ($33.0 million) and amortization charges of $2.6 million account for most of the remaining expenses.

In addition to the operating expenses identified above, the ministry expended capital funding of $8.5 million in support of licensing and registration services and information technology improvements.

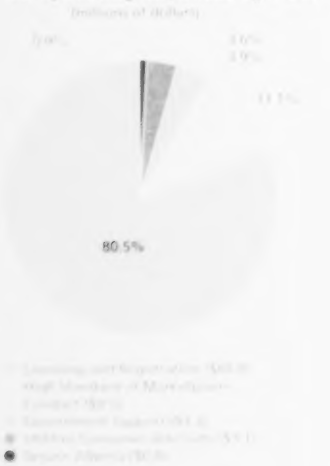
Expenses by Core Businesses and Goals

The operating expenses attributed to Core Business 1 – Fair and Effective Marketplace totalled $81.4 million, 95.2 per cent of total expenses in 2005-06. The remaining $4.1 million or 4.8 per cent of expenses are attributed to Core Business 2 – Service Improvement Initiatives.

2005-06 Operating Expenses by Core Business

The operating resources attributed to the ministry's two core businesses can be further broken down into each of its five goals.

2005-06 Operating Expenses by Goal



The ministry's first goal, efficient licensing and registration services, accounted for the largest component of operating expenses at $68.8 million or 80.5 per cent. Employing an extensive information and communication technology network, the ministry processes nearly 17 million transactions annually on behalf of Alberta consumers and businesses. Central to this network are the ministry's five registry systems (i.e., Personal Property, Land Titles, Motor Vehicles, Vital Statistics and Corporate Registries). These systems are critical to ensuring the security of Albertans' personal information as well as accommodating increasing service volumes, improving client access and convenience and enabling integrated service delivery.

The ministry dedicated $9.5 million or 11.1 per cent of its operating resources to promote a high standard of marketplace conduct. Within this allocation, resources were dedicated to marketplace awareness and educational initiatives; call centre support for consumer enquiries; investigative and enforcement programs; and research and monitoring of emerging issues. Partnerships with other jurisdictions were also undertaken to share knowledge and expertise.

A total of $3.1 million, 3.6 per cent of operating expenses, was allocated to the Utilities Consumer Advocate (UCA), with funding made available through both the Electricity Balancing Pool and provincial natural gas distributors. The UCA continued its work to represent the interests of residential, rural and small business customers in Alberta's restructured retail utility markets.

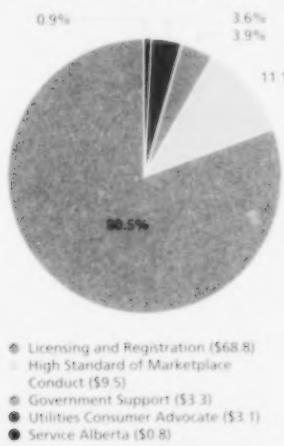
Government support services promotes the effective access to information, protection of privacy and transparency of government regulations. Resources associated with this goal of $3.3 million represent 3.9 per cent of total operating expenses.

Expenditures associated with Service Alberta of $0.8 million represent 0.9 per cent of total ministry operating resources.

The operating resources attributed to the ministry's two core businesses can be further broken down into each of its five goals.

2005-06 Operating Expenses by Goal

(millions of dollars)



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Expense by Function

Ministries are required to identify, within a common framework, the government functions they support. This information is based on national standards to allow for interprovincial comparisons and for determining federal funding eligibility. For 2005-06, the ministry identified three functions to which its expenditures could be attributed: protection of people and property; agriculture and economic development; and general government.

Operating Expense by Function (millions of dollars)					
	2004-05	2005-06			
	Actuals	Estimates	Adjustments[1]	Authorized Budget	Actuals
Protection of People and Property	70.6	83.4	(0.9)	82.5	78.6
Agriculture and Economic Development	3.5	3.2	-	3.2	3.9
General Government	2.3	3.2	-	3.2	3.0
Total Expenses by Function	76.4	89.8	(0.9)	88.9	85.5

[1] Adjustments represent dedicated revenue shortfalls and transfers from capital to operating expenses.

Performance Measures at a Glance

GOAL	MEASURES	RESULTS
Goal 1: Efficient licensing and registration services	Ministry call centre clients surveyed (registry-related) who are "satisfied overall" with the quality of service received	• 80 per cent satisfaction rate (80 per cent target)
	Client satisfaction with: • Registry agents • Land titles • Online registry services	 • 88 per cent satisfaction rate (85 per cent target) • 72 per cent satisfaction rate (80 per cent target) • 85 per cent satisfaction rate (80 per cent target)
	Comparison of Alberta's fees to other jurisdictions	Alberta's fees are below the targeted national average in all cases: • Vehicle registration renewal is 27 per cent below the national average for a Dodge Caravan • Driver's licence renewal is 29 per cent below the national average • Land Titles registry fee is 82 per cent below the national average • Collection agency licence is 33 per cent below the national average • Direct selling licence is 15 per cent below the national average
Goal 2: Informed consumers and businesses and a high standard of marketplace conduct	Ministry call centre clients (consumer-related) who are "satisfied overall" with the quality of service received	• 80 per cent satisfaction rate (80 per cent target)
	Clients who are "satisfied overall" with the quality of investigative services received	• 74 per cent satisfaction rate (75 per cent target)
	Clients who are "satisfied" with the overall quality of tipsheet information	• 85 per cent satisfaction rate (80 per cent target)
Goal 3: Effective advocacy of Albertans' interests in the restructured utilities market	Client awareness of the role/services provided by the Utilities Consumer Advocate	• 30 per cent satisfaction rate (50 per cent target)
	Client satisfaction with services received	• 58 per cent satisfaction rate with Utilities Consumer Advocate information centre services (60 per cent target)
	Satisfaction with the co-operative protocol	• 22 per cent satisfaction rate (60 per cent target)
Goal 4: A service environment that enables Albertans to access government information and services in a manner of their choice	Satisfaction with access to Government of Alberta services and information.	• 75 per cent satisfaction rate (78 per cent target)
	Satisfaction with the timeliness of Government of Alberta services and information	• 74 per cent satisfaction rate (72 per cent target)
Goal 5: Effective management of and access to information and protection of privacy	FOIP requests completed by government public bodies within 60 days or less	• 94 per cent of all FOIP requests completed in 60 days or less (90 per cent target)
	Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner	• 98 per cent of all FOIP requests received were handled without complaint (90 per cent target)

Report of the Auditor General

ON THE RESULTS OF APPLYING SPECIFIED AUDITING PROCEDURES TO PERFORMANCE MEASURES

To the Members of the Legislative Assembly

Management is responsible for the integrity and objectivity of the performance results included in the *Ministry of Government Services' 2005-06 Annual Report*. My responsibility is to carry out the following specified auditing procedures on performance measures in the annual report. I verified:

Completeness

1. Performance measures and targets matched those included in Budget 2005. Actual results are presented for all performance measures.

Reliability

2. Information in reports from external organizations, such as Statistics Canada, matched information that the Ministry used to calculate the actual results.

3. Information in reports that originated in the Ministry matched information that the Ministry used to calculate the actual results. In addition, I tested the processes the Ministry used to compile the results.

Comparability and Understandability

4. Actual results are presented clearly and consistently with the stated methodology and are presented on the same basis as targets and prior years' information.

I found no exceptions when I performed these procedures.

As my examination was limited to these procedures, I do not express an opinion on whether the set of measures is relevant and sufficient to assess the performance of the Ministry in achieving its goals.

Fred J. Dunn FCA
Auditor General

Edmonton, Alberta
July 14, 2006

Integrated Results Analysis

CORE BUSINESS ONE – SUPPORT A FAIR AND EFFECTIVE MARKETPLACE IN ALBERTA

The following schedule outlines the actual expenses incurred compared to the resources budgeted to achieve the objectives of this core business.

Operating Expense by Core Business (millions of dollars)					
	2004-05	2005-06			
	Actuals	Estimates (2005-06 Business Plan)	Adjustments[1]	Authorized Budget	Actuals
Core Business 1 – Fair and Effective Marketplace	73.2	85.6	(0.9)	84.7	81.4
• Secure, accessible, accurate and competitively priced licensing and registry services are provided to Albertans. • A comprehensive legislative and accountability framework is maintained, which is key to supporting delivery of ministry services. • Marketplace awareness initiatives are targeted to both buyers and sellers, educating Albertans on their rights and obligations and empowering them to help themselves. • The Utilities Consumer Advocate represents the interests of residential, rural and small commercial customers in Alberta's restructured utility markets.					

[1] Adjustments include dedicated revenues shortfall net of an in-year transfer from capital to operating expense.

Highlights of changes between budgeted and actual expenses for Core Business One are as follows:

- *Core Business 1: Fair and Effective Marketplace* – Operating expenses increased by $8.2 million over 2004-05. The increase is attributed to additional funding provided in 2005-06 to:
  - Address the cumulative impact of escalating registration volumes and price increases fuelled by Alberta's vibrant economy.
  - Supplement efforts to secure personal information handled by the ministry.
  - Governmentwide increases in salaries as well as minor changes in amortization.

In 2005-06, expenses were $4.2 million less than budget.

- Approximately 21 per cent ($0.9 million) of the change relates to the net amount from reduced spending ($1.6 million) on a planned public relations campaign and regulatory contract services in the Office of the Utilities Consumer Advocate and an increase in operating expenses stemming from a transfer of $0.7 million from capital to operating in Licensing and Registrations.
- A further savings of $1.7 million (40 per cent) is attributed primarily to timing differences on major information technology systems and adjustments in the methodology used to calculate amortization.
- Other factors making up the balance of the change ($1.6 million) are primarily the result of hiring lags and reduced overhead costs.

Overview

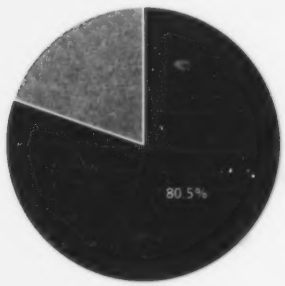
The ministry's registration and licensing services support Albertans in conducting a variety of personal and business transactions. Applying for or renewing an Alberta driver's licence, registering or searching for information on land titles or applying for a birth certificate are just some of the many services and products offered by the ministry.

The registration and licensing needs of Albertans are met through a variety of channels. The registry agent network continues to be the primary service provider, with more than 220 community-based business locations that provide Motor Vehicles, Personal Property, Corporate Registry and Vital Statistics registration and search services and also some Land Titles transactions. Online vehicle registration renewal is available to Albertans as an added service convenience option.

The online registry service is an online interface which provides authorized users with a single point of electronic access to selected government registries. This service is ideal for businesses that conduct a high volume of registration and search transactions related to Personal Property, Corporate Registry and some Land Titles activities.

Government Services continues to handle the more complex, technical and sensitive registry transactions. In particular, the ministry's offices in Edmonton and Calgary process land title registrations, special motor vehicle services, highly complex Corporate Registry filings and business licensing activities.

Licensing and Registration



80.5% ($68.8 million)

Providing licensing and registry services and the extensive information and communication infrastructure that it requires consumed 80.5 per cent ($68.8 million) of the ministry's 2005-06 operating expense.

Activities/Achievements

- A new registry agent location was opened in Swan Hills. This was the first new location added to the registry agent network in nine years. As of March 31, 2006, there were 225 agents in the network.
- The recent implementation of facial recognition software has allowed the ministry's Special Investigations Unit to compare new driver's licence photos to existing photos in the Motor Vehicles registry. In 2005-06, the program uncovered more than 50 duplicated photos. More than 40 criminal and regulatory charges including forgery, impersonation and uttering a forged document have been laid.
- The ministry made amendments to the *Access to Motor Vehicle Information Regulation* to further refine and strengthen provisions for those seeking access to motor vehicle records and enhance the only privacy law in Canada dedicated to motor vehicle information.

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- In 2005-06, the ministry facilitated the ownership changes of 14 registry agents, including more comprehensive screening and background checks for potential purchasers. In addition, the relocation of five existing registry offices was supported.
- Consumer Services Licensing and Foreign Ownership of Land Administration staff:
  - Licensed 6,364 businesses and salespeople, including 1,232 licensed businesses requiring a bond or other security.
  - Reviewed 10,213 transactions on controlled land with respect to foreign ownership (i.e. all land in the province outside the boundaries of a city, town, village or summer village but not Crown land). Six orders-in-council were approved by cabinet, three for family estate planning purposes and three for purposes of remediation and industrial use.

Are you starting a business?

The following businesses are directly licensed or registered by Government Services:

- Auctions
- Commercial cemeteries
- Cemeteries and mausoleums (registered)
- Cemetery pre-need contract sales
- Cemetery pre-need contract salespeople
- Charitable organizations
- Collection agencies
- Co-operatives
- Debt Collectors
- Direct (door-to-door) sellers
- Electricity marketers
- Employment agencies
- Fundraising businesses
- Natural gas direct marketers
- Prepaid contractors
- Retail home sales (mobile homes, modular homes and packaged homes)
- Travel clubs

Visit www.governmentservices.gov.ab.ca for more information.

Government Services maintains legislation for the following strategic partners to license specific businesses:

- Alberta Motor Vehicle Industry Council (AMVIC) licenses the automotive industry (sales, leasing, repair and consignment sales).
- Alberta Funeral Services Regulatory Board licenses funeral service providers (businesses, directors, embalmers, pre-arranged funeral plans and crematories).
- Real Estate Council of Alberta (RECA) licenses real estate agents, brokers and property managers.

Performance Measures

Performance Measure

Percentage of ministry call centre clients (registry-related) who are "satisfied overall" with the quality of service received.

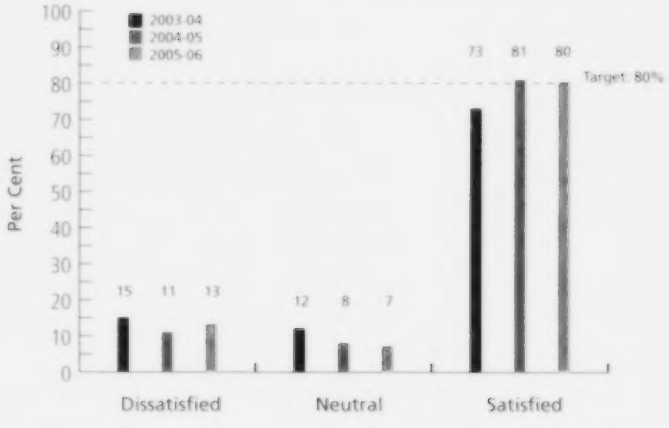
Description

The Government Services Consumer Information Centre (1-877-427-4088) responds to questions related to both registry transactions and consumer issues. Examples of common registry-related inquiries include questions on available registry products (e.g., birth, marriage and death certificates, driver's licences, vehicle registration), business licensing and corporate registry requirements. This measure focuses on client satisfaction with respect to such registry-related calls. Measuring client satisfaction reinforces the ministry's commitment to customer service.

Results

80 per cent (key performance measure) satisfaction with the registry-related services provided, which meets the target of 80 per cent and is equivalent to the previous year's results.

Registry Call Centre Satisfaction



Source: 2003-04, 2004-05 and 2005-06 Synovate Research

Analysis

Call centre satisfaction remained steady at 80 per cent in comparison to the prior year, meeting the ministry's target of 80 per cent. 2005-06 results confirm that the majority of Albertans surveyed are satisfied with the quality of service received from the registry call centre.

Source and Methodology

A telephone survey was conducted in July, October and December 2005 and February 2006. Synovate, a private marketing research firm, was commissioned to conduct this satisfaction research. Alberta Government Services provides Synovate with the population of callers from which to randomly sample the respondents. In 2005-06, the total sample size was 300 with a margin of error of 5.7 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Performance Measure

Percentage of customers who are "satisfied overall" with services provided by registry agents, Land Title Offices and online registry services.

Description

Client satisfaction with services provided through the registry agents, Land Titles Offices and online registry services represents a key measure for the ministry's goal of efficient licensing and registration services. Target satisfaction rates for registry agents is 85 per cent and 80 per cent for Land Titles Offices and online registry services. These substantial targets reinforce the ministry's commitment to service excellence.

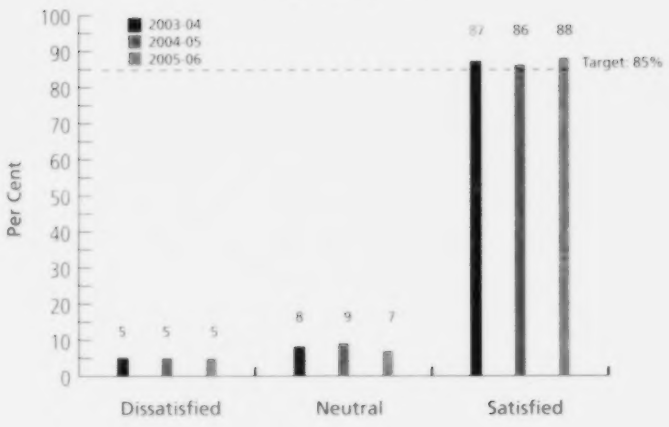
Results

Results for this measure are:

- Registry agents: 88 per cent (key performance measure) satisfaction with the service provided. (86 per cent in 2004-05)
- Land Titles: 72 per cent (key performance measure) satisfaction with the registration process. (77 per cent in 2004-05)
- Online registry services: 85 per cent (key performance measure) satisfaction with the level of service. (83 per cent in 2004-05)

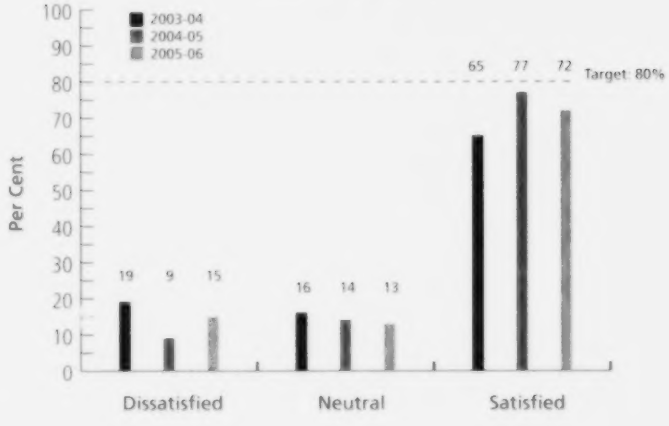
Client satisfaction with services provided by registry agents met the target of 85 per cent while at 72 per cent, satisfaction with Land Titles offices was below the 80 per cent target. At 85 per cent, satisfaction with the level of service provided by online registry service providers exceeded the target of 80 per cent.

Registry Agents



Source: 2003-04, 2004-05 and 2005-06 Synovate Research

Land Titles Offices



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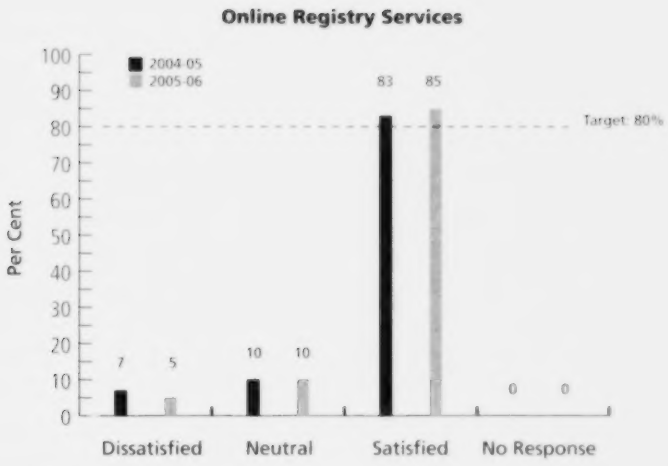


Source: 2004-05 and 2005-06 Synovate Research

Analysis

Customer demand for ministry services continues to escalate while the healthy Alberta economy put pressure on service delivery channels. In 2005-06, there were nearly 17 million registry transactions.

In spite of high demand, client satisfaction with registry agents remained strong, meeting the 85 per cent target. Various agent accreditation and training programs continue to be developed as the ministry works with the registry agent network to maintain high satisfaction ratings.

At 72 per cent, satisfaction with Land Titles services dropped slightly in comparison to the prior year. Continued economic growth has led to a significant increase in Land Titles transactions (6.4 million in 2005-06 compared to 5.8 million in 2004-05). In response, the ministry is dedicating additional resources to address the increasing transaction demand and ultimately improve service delivery and satisfaction ratings with Land Titles services.

Online registry services achieved client satisfaction ratings of 85 per cent, which exceeds the ministry's target of 80 per cent. The ministry will continue to look for ways to improve online registry services and keep satisfaction ratings high.

Source and Methodology

A comprehensive satisfaction survey of clients who accessed registration and licensing products was conducted. Synovate was commissioned in 2005-06 to complete satisfaction research, which builds on results from prior years for the registry agents, land titles and online registry service delivery channels.

Each of the three main channels has its own survey instrument and methodology. The registry agents and Land Titles Offices surveys were performed in June, September and November 2005 and February 2006. The survey concerning online registry services was performed in two studies conducted in June and December 2005.

In the case of the registry agent research, Albertans (18 or older) who recalled visiting a registry agent office during the past year were surveyed by telephone. In order to rate Land Titles Offices' performance, a self-completion survey was requested from representatives of businesses that have an account with the Land Titles Office. Finally, for online registry services, a semi-annual self-completion survey was requested from representatives of businesses that subscribe to online registry services.

In 2005-06, the total sample size for the registry agent research was 600 with a margin of error of 4.0 per cent at the 95 per cent confidence interval (or 19 times out of 20). For the Land Titles satisfaction study, the total sample size was 513 with a margin of error of 4.3 per cent at the 95 per cent confidence interval. For the online registry services satisfaction study, the total sample size was 403 with a margin of error of 4.9 per cent at the 95 per cent confidence interval.

Each survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Performance Measure

Comparison of Alberta's fees to other jurisdictions to:

- ***Renew registration on a Dodge Caravan***
- ***Renew a driver's licence***

Description

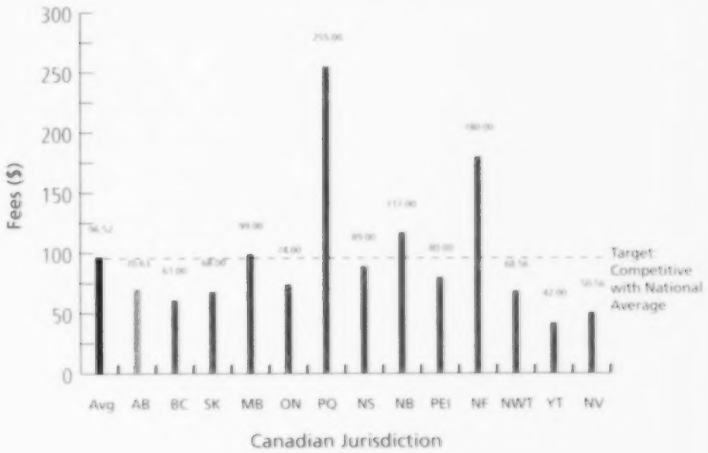
The ministry strives to demonstrate the Alberta Advantage by ensuring that Alberta's registry fee structure remains competitive with other Canadian jurisdictions. One area of comparison is the review of Alberta motor vehicle fees, where the cost of registering a vehicle and renewing a driver's licence was compared on a standardized national basis. The target is that Alberta's fees remain competitive with the national average. Fees as measured here include all associated charges that must be paid by the consumer, including all government fees, taxes and service charges.

Results

The results of the fee comparison indicate the target has been met as Alberta's fees for these products are competitive with the national average.

- The vehicle registration fee for a Dodge Caravan: 27 per cent (key performance measure) below the national average. The fee was 28 per cent below in 2004-05.
- The driver's licence renewal fee: 29 per cent (key performance measure) below the national average. The fee was 30 per cent below in 2004-05.

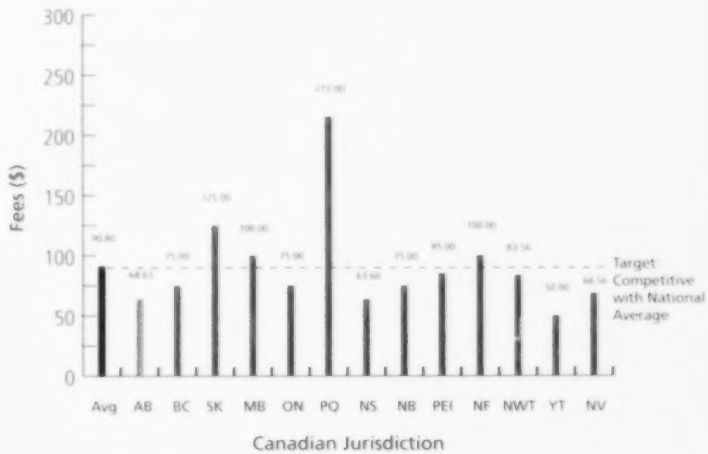
Vehicle Registration Comparison
Dodge Caravan*



Source: 2005-06 Alberta Government Services Cross-Jurisdictional Fee Comparison

** Survey was standardized for comparative purposes to represent the annual fee charged to renew a Dodge Caravan minivan weighing 1,880 kilograms in an urban area (includes service/administrative fees).*

Driver's Licence Comparison*



Source: 2005-06 Alberta Government Services Cross-Jurisdictional Fee Comparison

** Survey was standardized for comparative purposes to represent the five-year renewal fee for a driver's licence with no demerits (includes service/administrative fees) as this represents the renewal option chosen by the majority of Albertans.*

Analysis
Compared to other Canadian jurisdictions, Alberta's fees for motor vehicle licensing and registration remain competitive.

Source and Methodology
Ministry staff contacted provincial and territorial governments across Canada to collect information on fees for vehicle registrations and driver's licences. To facilitate a reliable and meaningful comparative analysis, two key products were identified for the Motor Vehicles Registry: vehicle registration renewal and driver's licence renewal. These two products are the most common transactions, are available in a similar form in all Canadian jurisdictions and are the most familiar to the general public.

Since many jurisdictions use formulas (e.g., weight of a vehicle), these registrations were put into common scenarios to standardize comparisons across all provinces.

Vehicle registration
The fee associated with the renewal of a Dodge Caravan weighing 1,880 kilograms in an urban area (service/administrative fees included). The vehicle studied for this measure has been changed from a Ford Taurus in 2004-05 to a Dodge Caravan in 2005-06 since the Dodge Caravan is the most registered vehicle in Alberta.

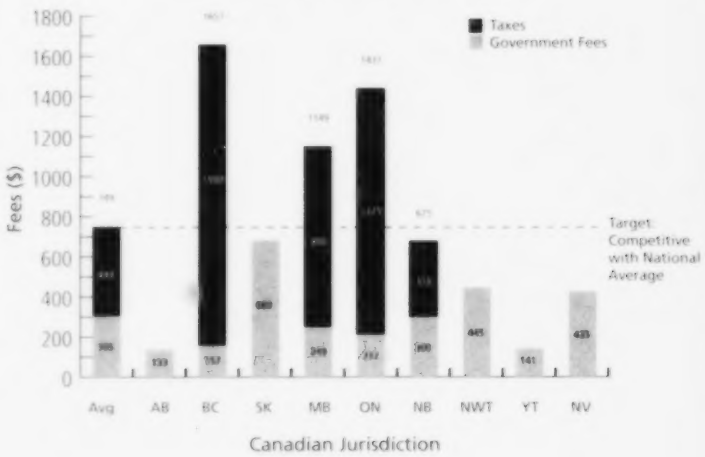
Driver's licence
The fee to renew a driver's licence with no demerits, based on a standard five-year renewal (service/administrative fees included). A five-year renewal period was selected, as this is a common renewal timeframe selected by Albertans.

Performance Measure
Comparison of Alberta's fees to other jurisdictions on registration costs associated with purchasing a $150,000 house with a $140,000 mortgage.

Description
The real estate market in Alberta continues to thrive. The ministry contributes to the healthy real estate market by providing land titles products priced competitively with other jurisdictions. Since each jurisdiction incorporates different requirements and products in their land registration process, a standardized approach is followed for this measure that compares a common set of five products required to purchase and register a home with a mortgage. The target is to ensure Alberta's fees remain competitive with the national average. As with other ministry measures, fees in this case include all associated charges that must be paid by the consumer, including all government fees, taxes and service charges.

Results
The cost in Alberta for this service (sum of all five products) is $133. At 82 per cent below (key performance measure) the national average, the target has been met. The result was 82 per cent below in 2004-05.

Land Title Fee Comparison*



Source: 2005-06 Alberta Government Services Cross-Jurisdictional Fee Comparison

** Represents the total cost of five provincial/territorial government services typically required to purchase a $150,000 house with a $140,000 mortgage. To ensure comparability, only provinces using the Torrens land titles system were included. To reflect the complete end cost to consumers, the cost of provincial land taxes charged in British Columbia ($1,500) Manitoba ($900), Ontario ($1,225), and New Brunswick ($375) has been added to the total government fees.*

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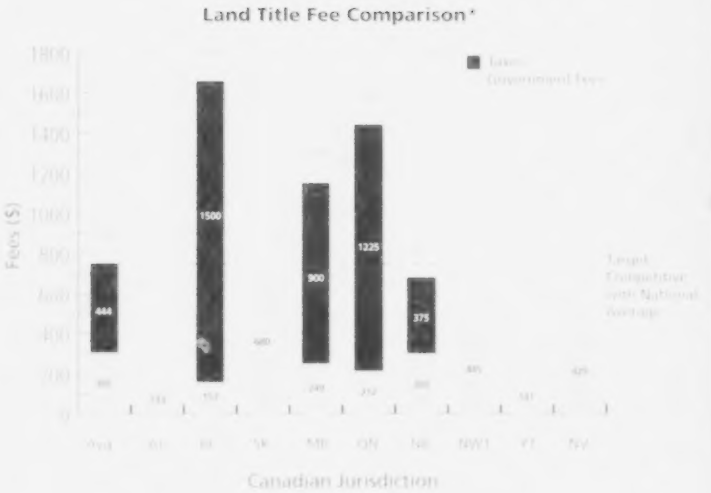
Comparison of Alberta's fees to other jurisdictions on registration costs associated with purchasing a $150,000 house with a $140,000 mortgage.

Description

The real estate market in Alberta continues to thrive. The ministry contributes to the healthy real estate market by providing land titles products priced competitively with other jurisdictions. Since each jurisdiction incorporates different requirements and products in their land registration process, a standardized approach is followed for this measure that compares a common set of five products required to purchase and register a home with a mortgage. The target is to ensure Alberta's fees remain competitive with the national average. As with other ministry measures, fees in this case include all associated charges that must be paid by the consumer, including all government fees, taxes and service charges.

Results

The cost in Alberta for this service (sum of all five products) is $133. At 82 per cent below (key performance measure) the national average, the target has been met. The result was 82 per cent below in 2004-05.



Source: 2005-06 Alberta Government Services Cross-Jurisdictional Fee Comparisons

Represents the total cost of key provincial fees collected at the time of purchase typically required to purchase a $150,000 home with a $140,000 mortgage. Documents commonly collected may include: lawyers and other agents as applicable. In effect the numbers collected by consumers. The cost of provincial land taxes charged in British Columbia ($1,980), Manitoba ($600), Ontario ($1,975) and Nova Scotia ($2,750) have been added to the total government fees.

Analysis
Compared to other Canadian jurisdictions, Alberta continues to have the lowest overall land title fees. These low fees continue to promote a prosperous Alberta economy.

Source and Methodology
The Canadian Conference of Land Titles Officials (CCLTO) performs an annual study across all Canadian jurisdictions (excluding Nunavut) of registration costs associated with purchasing a $150,000 house with a $140,000 mortgage. Ministry staff confirmed the CCLTO data for provincial/territorial government agencies that use the Torrens system to define land ownership. As Nunavut did not file a report in 2005 to support the CCLTO research despite this territory also using the Torrens system, ministry staff confirmed these costs as well. Under the Torrens system, an interest in land must be duly registered with a central registry maintained by a provincial government and all registrations in the land registry are backed by the provincial government. In addition to Alberta, eight other provinces and territories use this system: British Columbia, Saskatchewan, Manitoba, Ontario, New Brunswick, Northwest Territories, Yukon and Nunavut.

To facilitate a reliable and meaningful comparative analysis, the CCLTO highlights the following key products for the Land Titles Registry:

- Transfer of title
- Registration of mortgage
- Registration of caveat
- Discharge of caveat (from previous owner)
- Discharge of mortgage (from previous owner)

These five products are also typically required when Albertans wish to purchase a home. In some jurisdictions, a land transfer tax is also included as part of registering the transfer of a title. Where applicable, this tax was also included in the analysis in order to represent an appropriate end cost to consumers.

Performance Measure
Comparison of Alberta's fees to other jurisdictions on collection agency licence and direct selling licence.

Description
Alberta's fees for certain business licences are compared to other Canadian jurisdictions in this measure. The following licences selected for cross-jurisdictional comparison are those most reflective of marketplace demand in the province:

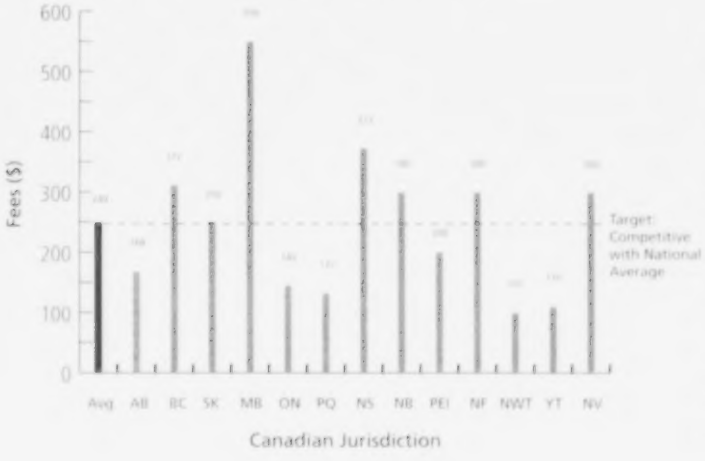
- Collection agency licence
- Direct selling licence

The target is that Alberta's fees remain competitive with the national average. Fees in this case include all associated charges that must be paid by the consumer, including all government fees, taxes and service charges.

Results
- Collection agency licence fee: 33 per cent below (key performance measure) the national average. The fee was 35 per cent below in 2004-05.
- Direct selling licence fee: 15 per cent below (key performance measure) the national average. The fee was 15 per cent below in 2004-05.

These ratings demonstrate that both these fees are competitive with the national average.

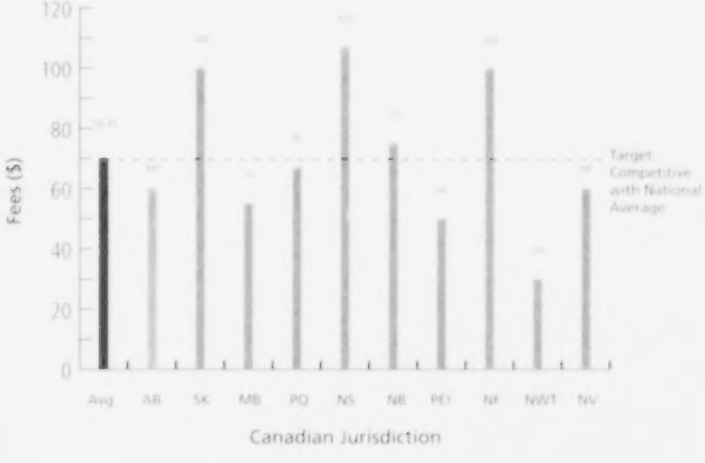
Collection Agency Licence Fee*



Source: 2005-06 Alberta Government Services Cross-Jurisdictional Fee Comparison

** The minimum annual fee charged for a collection agency licence in each Canadian jurisdiction (either a new licence or a renewal, whichever was lower, regardless of company size) was compared.*

Direct Seller Licence Fee*



Source: 2005-06 Alberta Government Services Cross-Jurisdictional Fee Comparison

** The minimum annual fee for a direct seller licence charged to sole proprietors, partnerships or corporations was compared across jurisdictions. To ensure comparability, only those jurisdictions who provide a comparable direct sellers licence are included.*

Analysis

Alberta's licensing fees remain competitive with national averages, which supports a business-friendly and thriving economy.

Source and Methodology

Ministry staff contacted provincial and territorial government agencies across Canada to collect information on the fees charged for various collection agency and direct seller business licences. It is important to note that Alberta charges a single, flat fee for each licence being compared. To ensure a meaningful comparison, the following assumptions were made:

Collection agency licence

Comparisons were made against the minimum business fee charged in the province or territory for either a new licence or a renewal, whichever was lower, regardless of company size.

Direct selling licence

Comparisons were made against the minimum fee charged to sole proprietors, partnerships or corporations excluding additional charges for branch or satellite offices. Where the fee was for a multi-year period, comparisons were made using the annual equivalent (e.g., $200 for a two-year licence would be $100 on an annual basis).

Did you know?

By visiting the ministry's website **www.governmentservices.gov.ab.ca** consumers can access a wide range of services such as:

- The latest consumer information alerts
- How to order a birth certificate
- Online vehicle registration renewal
- How to search a business's licensing status
- Publications on key consumer issues

Consumers can also contact the Consumer Information Centre toll-free at **1-877-427-4088.**

Goal 2: Informed consumers and businesses, and a high standard of marketplace conduct

Overview

Alberta Government Services supports a fair and effective marketplace by providing educational services to consumers and businesses, enforcing consumer protection legislation and investigating violations of the *Fair Trading Act* and other consumer protection legislation. The Consumer Services branch of the ministry administers 12 statutes and 39 accompanying regulations related to consumer protection. To keep these rules current and relevant, the ministry monitors the marketplace using statistical reports, industry publications, inter-jurisdictional research, external advisory committees, expert panels and stakeholder consultations.

Justice for businesses and consumers is provided through a range of enforcement actions including prosecution, negotiated settlements and undertakings. In addition to taking court action, the ministry uses arbitration and, occasionally, mediation processes.

Publications and media releases provide key information for businesses and consumers. Strategic partnerships with other jurisdictions, regulatory bodies and law enforcement agencies enable the ministry to share information and enforce consumer legislation across jurisdictional boundaries and organizational mandates.

Consumer Legislation and Enforcement At Work:

- The operator of five seniors retirement complexes in Alberta opened new trust accounts and transferred more than $640,000 in security deposits into the accounts following an Alberta Government Services investigation. The company collected the deposits and was holding the funds in a regular bank account instead of a trust account as required by the *Residential Tenancies Act*. Alberta Government Services launched the investigation after receiving a tenant complaint.
- A new home warranty program issued refunds totalling $155,000 to Calgary-area homebuyers following an Alberta Government Services investigation into complaints that the builder voided the warranties by failing to register their deposits with the program. The owner of the homebuilding firm, who told his customers they would have warranty protection, was fined $4,000 after he pleaded guilty to four charges of misrepresentation under the *Fair Trading Act*.
- An Alberta Government Services investigation into a Calgary employment agency that collected fees from job seekers with unfulfilled promises that it would find them jobs led to the firm being fined $3,000 and paying $11,328 in restitution. The court imposed the fine after the owner pleaded guilty to operating without a direct seller or employment agency licence. The owner also signed an undertaking that she would obtain a licence if she re-enters the employment agency business.
- A Calgary-based "boiler room" or telemarketing operation was shut down as part of a nationwide operation. Telemarketers were targeting vulnerable U.S. citizens with poor credit histories by offering "pre-approved" credit cards in return for an up-front fee of $279 to $319 (US). "Boiler room take-down demonstrates that partnerships are a very effective way of combating deceptive telemarketing and other fraudulent scams that transcend borders," according to a federal Competition Bureau news release.

The ministry also oversees the work of four organizations that administer legislation on behalf of the ministry: the Real Estate Council of Alberta, which is self-regulating; the Alberta Motor Vehicle Industry Council; the Alberta Funeral Services Regulatory Board and Credit Counselling Services of Alberta, which have delegated regulatory authority.

Alberta Funeral Services Board
(based on 2004-05 annual report)

- 747 licences issued
- 30 complaints handled (28 at-need, two pre-need)
- Three closing inspections and one new funeral business inspection conducted

www.afsrb.ab.ca

Alberta Motor Vehicle Industry Council
(based on 2004-05 annual report)

- 6,737 complaint calls answered
- 873 investigations opened
- 4,643 businesses licensed
- 6,687 salespeople licensed
- 11 licences refused/cancelled
- 403 charges laid, which resulted in $13,400 in fines and $289,281 in court-ordered restitution
- Total restitution through mediation by investigators equals $1,687,180

www.amvic.org

Credit Counselling Services of Alberta
(based on 2004-05 annual report)

- 17,860 calls answered
- 2,273 assessments
- 2,065 workshop participants
- $12.6 million repaid to creditors
- 1,023 Orderly Payment of Debts files opened

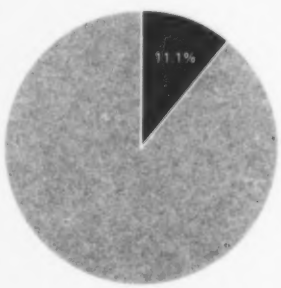
www.creditcounselling.com

Real Estate Council of Alberta
(based on 2004-05 annual report)

- 10,600 licences issued
- $3.8 million surplus in the Real Estate Assurance Fund
- 7,715 public phone calls handled
- 151 compliance audits undertaken
- 202 disciplinary actions taken

www.reca.ab.ca

High Standard of Marketplace Conduct



11.1% ($9.5 million)

The ministry allocated 11.1 per cent of its operating expense to carry out the legislative, education, monitoring and investigative duties associated with this goal in 2005-06.

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www.reca.ab.ca

High Standard of Marketplace Conduct

Activities/Achievements

- 42,135 consumer publications distributed to Albertans through the Consumer Information Centre and by mail and 624,025 page requests for consumer publications were recorded on the Alberta Government Services website.
- Most requested publications:
  - Information for Landlords and Tenants – 19,350 print copies distributed and 236,991 page requests recorded on the website
  - Residential Tenancies Act Voluntary Code of Practice – 7,065 print copies distributed and 143,537 page requests recorded on the website
  - Information for Charities and Donors – 2,335 print copies distributed and 5,803 page requests recorded on the website
  - Buying and Owning a Condominium – 1,622 print copies distributed and 46,025 page requests recorded on the website
  - Home Renovations and Repair – 775 print copies distributed and 40,295 page requests recorded on the website
  - Dealing with Door-to-Door Sales – 773 print copies distributed and 4,908 page requests recorded on the website
- Two consumer alerts and 14 news releases highlighted steps that consumers can take to protect themselves in a variety of consumer transactions (e.g., home repairs, shopping online, renting an apartment)

Consumer Tipsheets

Government Services publishes tipsheets on a wide variety of consumer topics. Written in plain language, they explain the rights and obligations of consumers and businesses in various transactions. They are available at www.governmentservices.gov.ab.ca

- Auctions – Buying and Selling
- Bill Collection and Debt Repayment
- Business Opportunity and Franchise Fraud
- Buying a Franchise in Alberta
- Buying and Owning a Condominium
- Buying Time Shares
- Cooperatives Act: An Overview
- Dealing with Door-to-Door Sales
- Electricity and Natural Gas Contracts
- Home Renovations and Repair
- Identity Theft
- Information for Charities and Donors
- Information for Landlords and Tenants
- Information Sheet for Cemetery Owners
- Internet Shopping
- Investigating your Consumer Complaints
- Licensing and Registering Your Business
- Mortgage Fraud
- Renting a Mobile Home Site
- Travel Clubs
- Unfair Practices: Fair Trading Act
- What Creditors Can Do If You Don't Pay Your Debts
- Your Credit Report

Performance Measures

Performance Measure

Percentage of ministry call centre clients (consumer-related) who are "satisfied overall" with the quality of service received.

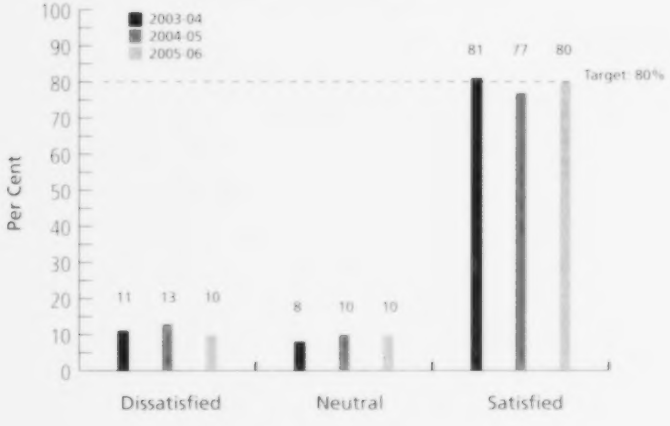
Description

The Government Services Consumer Information Centre responds to inquiries on both registries and consumer-related issues. Client satisfaction with calls related to consumer inquiries and consumer-protection concerns ranging from residential tenancies to fair-trading issues is included in this measure. This measure does not include calls directed to the Utilities Consumer Advocate.

Results

80 per cent (key performance measure) of those people surveyed expressed satisfaction with the consumer-related services provided which meets the target of 80 per cent. The result was 77 per cent in 2004-05.

Consumer Call Centre Satisfaction



Source: 2003-04, 2004-05 and 2005-06 Synovate Research

Analysis

Client satisfaction with the services provided by the call centre met the 80 per cent target. This was achieved despite the increasing complexity in consumer issues handled by call centre staff and growing call volumes (more than 90,000 calls this year compared to 84,000 in 2004-05).

Source and Methodology

A telephone survey was conducted in July, October and December 2005 and February 2006. Synovate, a private marketing research firm, was commissioned in 2005-06 to conduct this satisfaction research. Alberta Government Services provides Synovate with the population of callers from which to randomly sample the respondents. In 2005-06, the total sample size was 300 with a margin of error of 5.7 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied", four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Performance Measure

Percentage of clients who are "satisfied overall" with the quality of investigative services received.

Description

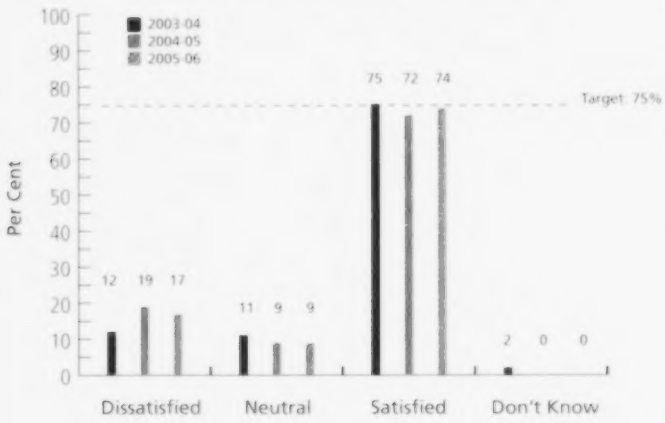
The provision of investigative services targeted at marketplace violations helps to ensure a fair environment for consumers and businesses. The ministry focuses on complaints that relate to the laws that the ministry is responsible for. Alberta Government Services conducts investigations under the following legislation: *Cemeteries Act; Charitable Fund-raising Act; Mobile Home Sites Tenancies Act; Residential Tenancies Act and the Fair Trading Act*. Where appropriate, enforcement action follows an investigation.

Enforcement action may include a warning letter, cancellation or suspension of a licence or prosecution. Albertans' satisfaction with the services provided by the Consumer Services investigation teams is assessed by this measure.

Results

74 per cent (key performance measure) of respondents were satisfied overall with the quality of investigative services provided to them (72 per cent in 2004-05), which is slightly below the target of 75 per cent.

Satisfaction with Investigative Services



Source: 2003-04, 2004-05 and 2005-06 Synovate Research

Analysis

Client satisfaction in this measure may be influenced by the investigation's outcome. Overall client satisfaction remains relatively high at 74 per cent, given that some investigation outcomes will inevitably not be in the client's favour. As further evidence, those respondents who felt the outcome of the investigation was fair reported a 98 per cent satisfaction rating.

It should be noted that some investigations will have their outcome determined by the courts. Therefore, a decision made by an outside body may affect a client's perception of satisfaction with the ministry's investigative services. Nevertheless, while only 59 per cent had a decision in their favour, an overwhelming 87 per cent of all respondents reported that they are likely to recommend the investigative services of the ministry to a friend.

In 2006-07, this overall satisfaction measure will be replaced by the measure of those likely to recommend the investigative services of the ministry to a friend. This change in measure will allow the ministry to better evaluate the opinion of clients on the service in question, as opposed to the end result of the investigation.

Source and Methodology

A random, quarterly telephone survey was conducted with clients of the Consumers Investigations Unit. Synovate, a national marketing research firm, was commissioned to conduct this satisfaction research. The research was conducted in four studies, with fielding occurring in June, September and December 2005 and March 2006.

Four studies were undertaken to capture cases closed between:

- March and May 2005
- June and August 2005
- September and November 2005
- December 2005 and February 2006

In 2005-06, the total sample size was 509 with a margin of error of 4.3 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied", four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Performance Measure

Percentage of clients who are "satisfied" with the overall quality of tipsheet information.

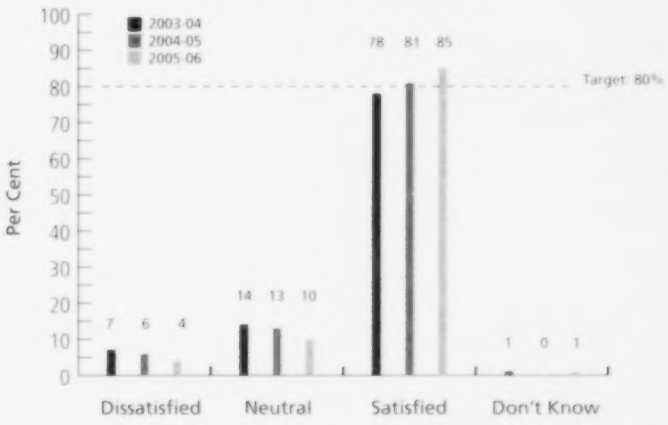
Description

Consumer Services develops and distributes tipsheets that provide consumers and businesses with information to help them make informed decisions. Albertans are also regularly consulted to ensure tipsheet content continues to be useful and comprehensive. The ministry currently has an inventory of more than 20 tipsheets to ensure Albertans have access to relevant and effective consumer protection information.

Results

85 per cent (key performance measure) of respondents indicated satisfaction with tipsheets which exceeds the target of 80 per cent. The result was 81 per cent in 2004-05.

Satisfaction with Tipsheets



Source: 2003-04, 2004-05 and 2005-06 Synovate Research

Analysis

Client satisfaction with Consumer Services tipsheets exceeded the target of 80 per cent. Furthermore, the majority of recipients (65 per cent) who were satisfied with the tipsheet they received reported that it answered all their questions and helped them resolve their problems. A revised format for some of the ministry's tipsheets may have improved satisfaction for 2005-06. In the future, the ministry will investigate other possible improvements to tipsheets to ensure they continue to meet the needs of Albertans.

Source and Methodology

A semi-annual telephone survey was conducted with callers who contacted the Government Services call centre and received a consumer tipsheet. A private marketing research firm, Synovate, was commissioned to conduct 2005-06 satisfaction research. Two rounds of research were conducted, the first in September 2005 and the second in March 2006. The September study contacted consumers who requested a tipsheet from the call centre between March and August 2005. The March study contacted consumers who requested a tipsheet from the call centre between September 2005 and February 2006. In 2005-06, the total sample size was 408 with a margin of error of 4.9 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied", four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Goal 3: Effective advocacy of Albertans' interests in the restructured utilities market

Overview

The Office of the Utilities Consumer Advocate (UCA) represents the interests of residential, farm and small business consumers in Alberta's restructured energy utility markets. The UCA, in co-operation with other consumer groups, ensures that the interests of Alberta consumers are effectively represented in regulatory proceedings, so that consumers receive reliable utility service at the lowest cost. The UCA also mediates the resolution of consumer complaints with their utility providers.

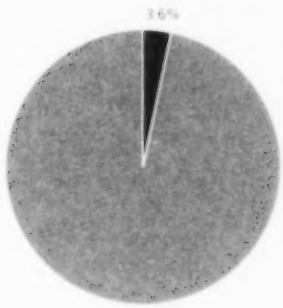
Tools, information and advisory services are provided by the UCA to Alberta consumers so that they can make informed energy choices in the restructured electricity and natural gas markets. The UCA works with the Utilities Consumer Advisory Council to seek grassroots input/feedback on the needs and expectations of Albertans. This input is vital in representing the interests of Albertans at regulatory proceedings and in making improvements to utility service delivery.

The operation of the UCA is funded by the Electricity Balancing Pool and the natural gas distributors. Eighty per cent (80 per cent) of total funding is provided through the Balancing Pool (section 148 of the *Electric Utilities Act*). The remaining 20 per cent comes from Alberta's natural gas distributors (section 28.1 of the *Gas Utilities Act*). This funding formula reflects the anticipated time and effort being expended on these two energy sources.

Activities/Achievements

- Assisted more than 1,800 Albertans by mediating the resolution of concerns with their electricity and natural gas service providers. The top two issues were concerns related to billing and contracts – representing more than 70 per cent of all calls to the UCA's Consumer Information Centre (310-4-UCA).

Utilities Consumer Advocate



3.6% ($3.1 million)

The ministry allocated 3.6 per cent of its operating expense to carry out the operations of the UCA. Although budgeted at $4.6 million, 2005-06 actual expenses were only $3.1 million. Surplus funds of $1.5 million will be deducted from industry's 2006-07 contributions.

- In co-operation with the Consumer Services branch of Alberta Government Services and the Department of Energy, consulted with consumer groups and licensed energy retailers to develop simplified and standardized energy contracts written in plain language. Also developed an information folder to accompany the plain language contract to replace the warning and disclosure statements in energy contracts.
- The UCA's Regulatory Affairs division participated in more than 30 proceedings of the Alberta Energy and Utilities Board to represent the interests of residential, farm and small business consumers. These efforts, taken in collaboration with other interveners, achieved $90 million in reductions to consumers' utility billings for the year. Since the UCA's inception in 2003, such co-operation has resulted in more than $200 million in reductions in consumers' utility billings.

Performance Measures

Performance Measure

Percentage of Albertans aware of the role/services provided by the Utilities Consumer Advocate.

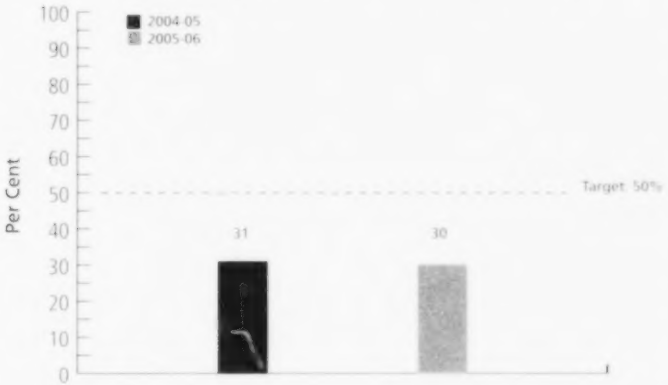
Description

A measure of Albertans' awareness of the Utilities Consumer Advocate.

Results

30 per cent (key performance measure) of respondents were aware of the role/services provided by the Utilities Consumer Advocate. The 2005-06 target was 50 per cent. The result was 31 per cent in 2004-05.

Awareness of the Utilities Consumer Advocate



Source: 2004-05 and 2005-06 Environics Research Group

Analysis

While awareness of the role and services provided by the UCA was consistent with last year's results, it did not meet the 50 per cent target. However, the position was created in late 2003 and is still a relatively new entity. The ministry recognizes that increased awareness can help the UCA be more effective and a number of actions are under way. A consumer and market communications manager has been hired to address awareness issues. An industry stakeholder group has been established to help develop a consumer education program and to survey consumers about their current information needs.

In the fall of 2005 and spring of 2006, the UCA undertook research to establish consumer priorities. Based on this research, an education campaign will be designed to deliver the right information to the right audiences at the right time. In addition, a Consumer Knowledge and Communications team was formed in 2005 with industry and government stakeholders providing input to the design of the education campaign and materials.

Research will also assist in targeting specific audiences who most need and/or want information and materials.

Source and Methodology

A telephone survey was conducted by Environics Research Group. The results of the survey are based on a probability sample of at least 1,000 adults living in Alberta. The survey was conducted from February 21 to March 4, 2006. In 2005-06, the total sample size was 1,000 with a margin of error of 3.1 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The sampling method was designed to complete 1,000 interviews per survey within households randomly selected across the province of Alberta. The sample was drawn in proportion to the populations of 12 urban centres and three rural regions within the province based on information from Statistics Canada's 2001 census data. From within each multi-person household contacted, respondents 18 years of age and older were screened for selection using the most recent birthday method. The use of this technique produces results that are valid and effective as enumerating all persons within a household and selecting one randomly.

Field supervisors were present at all times to ensure accurate interviewing and recording of responses. A minimum of 10 per cent of each interviewer's work was monitored for quality control in accordance with the standards set out by the Canadian Association of Marketing Research Organizations. A minimum of five calls was made to a household before classifying it as "no answer". Awareness was measured using

a "yes/no" question, where respondents who indicated yes were considered aware and no as unaware.

Performance Measure

Percentage of contact centre customers "satisfied overall" with services received.

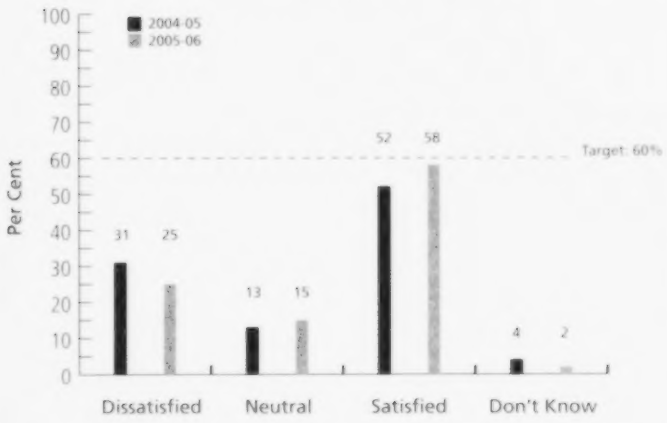
Description

This measure focuses on client satisfaction with those who have contacted the Consumer Information Centre regarding their concerns about utility issues.

Results

58 per cent (key performance measure) of respondents were satisfied with the quality of service received through the contact centre. The 2005-06 target was 60 per cent. The result was 52 per cent in 2004-05.

Satisfaction with Contact Centre



Source: 2004-05 and 2005-06 Leger Marketing

Analysis

Client satisfaction with the service provided by the Office of the Utilities Consumer Advocate Consumer Information Centre nearly met the 60 per cent target. Of those respondents who were dissatisfied, more than 40 per cent were not happy with the outcome of the centre's investigation and provided a dissatisfied rating.

Source and Methodology

Leger Marketing conducted a survey of those who contacted the consumer information centre from April 2005 to March 2006. The target respondents included those who provided contact information when they contacted (either by phone or mail) the consumer call centre.

Leger Marketing conducted 501 telephone interviews from November 5, 2005 to March 29, 2006. Approximately 1,521 names were collected by the Utilities Consumer Advocate's staff, of which 1,380 included telephone numbers. Leger Marketing conducted a reverse directory search to obtain telephone numbers for roughly 141 names for which telephone numbers were unavailable. This search returned telephone numbers for 93 names. The useable sample, including names and telephone numbers, was thus 1,473 callers.

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied", four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the services they received. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Performance Measure

Percentage of interveners expressing satisfaction with the co-operative protocol used in regulatory hearings.

Description

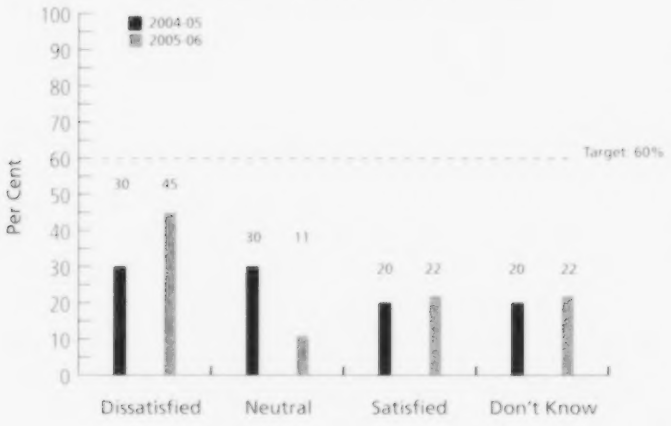
This measure is an assessment of consumer intervener groups' satisfaction with the UCA's co-operative protocol. An intervener is defined as an organization other than a utility or individual company that directly participates in the utility regulatory process representing either consumers or producers of utility services and products. The co-operative protocol is an agreement that prescribes how the work of intervention is to be undertaken and shared.

The UCA has joined with other organizations representing Alberta's residential, small business and farm customers to co-ordinate intervention efforts before the Alberta Energy and Utilities Board (EUB), other tribunals and courts. Through the co-operative protocol, the UCA is helping achieve improved co-ordination of effort, greater efficiencies and better use of limited resources for regulatory proceedings before the EUB.

Results

22 per cent (key performance measure) of respondents were satisfied that the co-operative protocol would improve the efficiency and effectiveness of regulatory interventions on behalf of small utility consumers. The 2005-06 target was 60 per cent. The result was 20 per cent in 2004-05.

Satisfaction with Co-operative Protocol



Source: 2004-05 and 2005-06 Leger Marketing

Analysis

Client satisfaction with the co-operative protocol provided by the Office of the Utilities Consumer Advocate did not meet the 60 per cent target. However, 11 per cent of respondents were neither satisfied nor dissatisfied and 22 per cent of respondents did not provide comment. This measure is being removed in 2006-07 based on the small population of interveners being surveyed.

Source and Methodology

The target respondents were the 14 interveners (identified by the UCA), defined as an organization other than a utility or individual company that directly participates in the utility regulatory process and may represent consumers or producers of utility services and products. Leger Marketing conducted nine telephone interviews between April and May 2006, which represents a 64 per cent response rate.

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied", four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate how satisfied they were that the co-operative protocol would improve the efficiency and effectiveness of regulatory interventions on behalf of small utility consumers. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

CORE BUSINESS TWO – LEAD SERVICE IMPROVEMENT INITIATIVES ON BEHALF OF THE GOVERNMENT OF ALBERTA

The following schedule outlines the actual expenses incurred compared to the resources budgeted to achieve the objectives of this core business.

Operating Expense by Core Business (millions of dollars)					
	2004-05	2005-06			
	Actuals	Estimates (2005-06 Business Plan)	Adjustments	Authorized Budget	Actuals
Core Business 2 – Service Improvement Initiatives	3.2	4.2	0	4.2	4.1

- Albertans are able to access government information and services in a manner of their choice.
- Accessible, integrated and quality provision of government services is promoted by Service Alberta.
- Other ministries are assisted in delivering their programs through the provision of a corporate framework for information management and access and protection of privacy.
- Access and privacy legislation is effective and support is provided to Government of Alberta entities, local public bodies and private sector organizations that administer the legislation.

Highlights of changes between budgeted and actual expenses in 2005-06 for Core Business Two are as follows:

- *Core Business 2: Service Improvement Initiatives* – Operating expenses increased by $0.9 million over 2004-05. The increase is attributed to additional funding provided in 2005-06 to:
  - Advance the understanding of private sector privacy legislation.
  - Update privacy legislation in response to growing security and privacy issues.
  - Establish standards and processes to enhance the security of electronic information held by the Government of Alberta.
  - Address governmentwide increases in salaries.

The variance from budget was insignificant ($0.1 million).

Goal 4: A service environment that enables Albertans to access government information and services in a manner of their choice

Overview

Service Alberta enables Albertans to access government information and services in a manner of their choice. Specific objectives are to provide Albertans with accessible, integrated and quality services from the Government of Alberta. Service Alberta offers a comprehensive website (www.servicealberta.gov.ab.ca) and a toll-free call centre (310-0000) where Albertans can access information and services from all Government of Alberta departments.

Service Alberta

0.9% ($0.8 million)

The ministry has allocated 0.9 per cent (or $0.8 million) of its total 2005-06 operating expense to this goal. Additional contributions were also received from other ministry partners.

Activities/Achievements

- Received more than 86,000 calls at the Service Alberta call centre each month while maintaining an average answer speed of 15 seconds.
- Provided ministries with training and direct support to assist with development of their service standards. Sixteen ministries that provide direct services to Albertans now have baseline data on public satisfaction with their service standards.

What Albertans are saying about services provided by government:

- 73% - Satisfied with the privacy and confidentiality with which personal information was treated
- 87% - Service delivery staff were courteous
- 84% - Service staff were knowledgeable
- 82% - Staff did everything necessary to assist with your service need
- 74% - Length of time it took to speak to the person who served you was reasonable
- 74% - Length of time it took to serve you or resolve your problem was reasonable

Performance Measures

Performance Measure

Percentage of Albertans who are "satisfied" with access to Government of Alberta services and information.

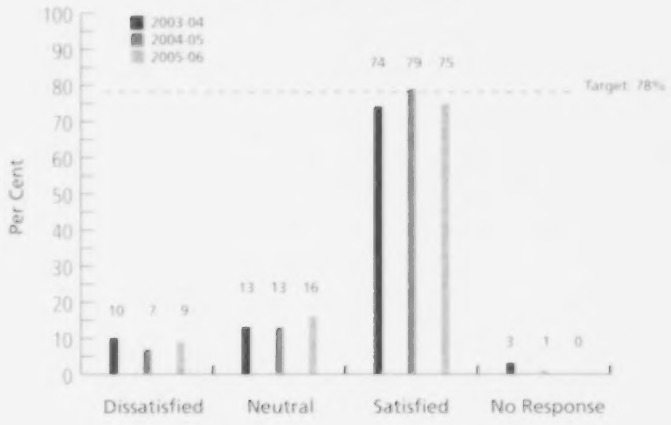
Description

Providing Albertans with accessible, integrated and quality services from the Government of Alberta continues to be a key objective of Service Alberta. Albertans' overall satisfaction with their ability to access government services whether online, by telephone, mail, fax or in person is rated by this measure.

Results

75 per cent (key performance measure) indicated satisfaction with access to Government of Alberta information and services. The 2005-06 target was 78 per cent. The result was 79 per cent in 2004-05.

Satisfaction with Access to Government of Alberta



Source: 2003-04, 2004-05 and 2005-06 Research Innovations

Analysis

Satisfaction among those who accessed Government of Alberta information and services is high with the majority (75 per cent) of respondents indicating they are satisfied with their ability to access information and services. In nearly meeting the 78 per cent target, the ministry demonstrates its strong commitment to ensuring Albertans have convenient access to government services.

Source and Methodology

Research Innovations, an independent research contractor, conducted a random telephone survey of 1,204 Albertans in January and February 2006.

A representative sample was used and consisted of Albertans 18 years of age or older. Within each geographic area of the province (as defined by postal forward sorting areas), quotas were established for the number of interviews with each age group (i.e., 18-34, 35-54, 55 years or older) and within each age segment, for the number of contacts with males and females.

Those who actually accessed or tried to access Government of Alberta service or information in person, by telephone, on the Internet or by mail/fax were asked to rate their satisfaction with their current ability to access Government of Alberta information and services, overall, regardless of means. In 2005-06, the total sample size was 296 with a margin of error of 5.7 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with access to Government of Alberta services and information. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Performance Measure

Percentage of Albertans who are "satisfied" with the timeliness of Government of Alberta services and information.

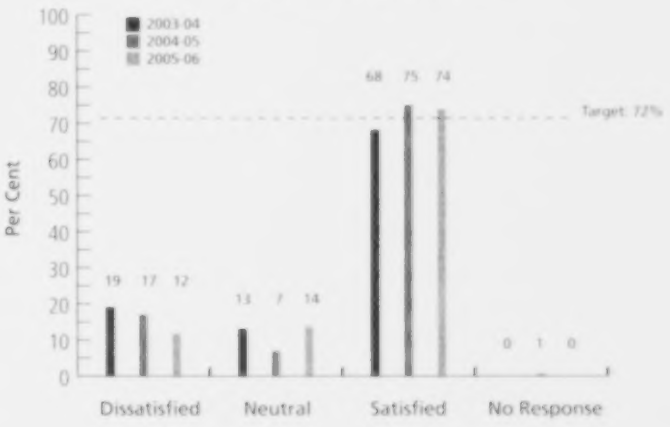
Description

Providing Albertans with timely, effective and relevant services and information from the Government of Alberta is a key objective of Service Alberta. As a result, a new measure was included in the 2005-08 Business Plan to gauge Albertans' satisfaction with the timeliness of services and information. This measure surveys Albertans' overall satisfaction with the timeliness of services and information provided to them whether online, by telephone, by mail, by fax or in person.

Results

The majority or 74 per cent (key performance measure) of respondents indicated satisfaction with the timeliness of Government of Alberta information and services which exceeded the 2005-06 target of 72 per cent. The result was 75 per cent in 2004-05.

Satisfaction with Timeliness of Government of Alberta Services and Information



Source: 2003-04, 2004-05 and 2005-06 Research Innovations

Analysis

The target was exceeded with 74 per cent of respondents indicating they are satisfied with the timeliness of information and services provided by the Government of Alberta. The ministry demonstrates its strong commitment to Albertans' satisfaction with the timeliness of government information and services by continuing to seek improvements in the efficient delivery of information and services though Service Alberta.

Source and Methodology

Research Innovations, an independent research contractor, conducted a random telephone survey of Albertans in January and February 2006.

A representative sample was used and consisted of 1,204 Albertans 18 years of age or older. Within each geographic area of the province (as defined by postal forward sorting areas), quotas were established for the number of interviews with each age group (i.e., 18-34, 35-54, 55 years or older) and within each age segment, for the number of contacts with males and females.

Those who actually accessed or tried to access Government of Alberta service or information in person, by telephone, on the Internet or by mail/fax were asked to rate their satisfaction with the waiting time to deal with the person who served them. In 2005-06, the total sample size was 199 with a margin of error of 6.9 per cent at the 95 per cent confidence interval (or 19 times out of 20).

The survey employs a seven-point satisfaction scale, where one is "extremely dissatisfied," four is "neutral" and seven is "extremely satisfied". Respondents were asked to rate their overall satisfaction with the timeliness of Government of Alberta information and services. A "satisfied" respondent is defined as providing a five, six or seven on the seven-point scale, while "dissatisfied" is one, two or three.

Looking for Government of Alberta services?

You can visit the Service Alberta website at www.servicealberta.gov.ab.ca. You will find government information and services organized in a way that makes sense to you. You don't have to know which government ministry to look up. Just find the topic that applies to you and let the website do the rest! For example, there is information on:

- Finding a job
- Moving to or around Alberta
- What to do if you lose your wallet
- Ordering government publications

There's a lot more. Visit the site to see how Service Alberta can help you find the information you need.

How does the Service Alberta call centre help Albertans?

Service Alberta call centre agents often use the Service Alberta website to answer Albertans' questions on the first call. One-stop shopping is the goal for easy, convenient and secure access to government information and services for Albertans. Calling the Service Alberta call centre will put you in touch with a person who will either give you the information you need or link you to someone who can.

The Service Alberta call centre's number is 310-0000 from within Alberta or (780) 427-2711 from outside Alberta.

Goal 5: Effective management of and access to information and protection of privacy

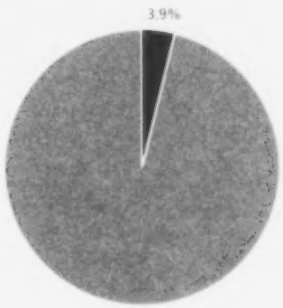
Overview

Government Services provides a corporate framework and support services for information management and access to information and protection of privacy legislation.

The ministry ensures that access and privacy legislation is effective and provides advisory and support services to Alberta government and local public bodies as well as private-sector organizations. These activities assist in protecting Albertans' privacy while also providing them with appropriate access to information.

The ministry also administers the *Records Management Regulation* and approves records retention and disposition schedules submitted by Alberta government bodies through the Alberta Records Management Committee. As well, effective information management practices are promoted through the establishment of corporate standards and the provision of advice, reference materials and training.

Government Support



3.9% ($3.3 million)

Providing effective access to information, privacy protection and other service improvements for government consumed 3.9 per cent ($3.3 million) of the ministry's 2005-06 operating expenses.

Activities/Achievements

- More than 290 registrants attended the second annual information management conference sponsored in partnership with the Edmonton chapter of the Association of Records Managers and Administrators held on Oct. 17-18, 2005.
- The Alberta Records Management Committee reviewed or approved 88 records retention and disposition schedules submitted by ministries to enable appropriate disposition of records.
- Three new information management training courses were developed to enhance the skills of information management professionals in the Government of Alberta. Seventeen training sessions were held and more than 280 staff participated in information management training.
- Provided advice to ministries on the development of 50 new legislative initiatives.
- Responded to more than 1,000 calls on the *Personal Information Protection Act* information line and received more than 365,000 page requests on the website.

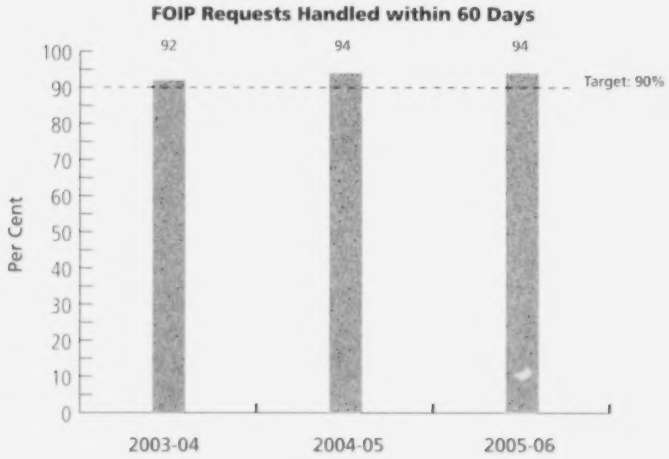
Performance Measures

Performance Measure
Percentage of Freedom of Information and Protection of Privacy Act requests completed by government public bodies within 60 days or less.

Description
The ministry provides tools, advice and support to assist government public bodies in successfully handling their *Freedom of Information and Protection of Privacy Act* (FOIP) requests. In order to track the compliance of government public bodies with the access provisions of FOIP, the percentage of FOIP requests completed on a timely basis (within legislative guidelines) is assessed. The target is 90 per cent of requests completed within 60 days.

Results

94 per cent (key performance measure) of FOIP requests were completed within 60 days (94 per cent in 2004-05).



Source: Access and Privacy Branch Annual FOIP Statistical Report

Analysis

With 94 per cent of requests handled within 60 days, the target of 90 per cent was met. This result confirms that Albertans have effective access to information and demonstrates that the government is complying with the *Freedom of information and Protection of Privacy Act*. Since the complexity and number of requests received by government continue to increase annually, this result represents a significant achievement.

Interested in learning more about FOIP?

Readers interested in learning more about the FOIP legislation in Alberta or to obtain statistics about requests for information are encouraged to visit the FOIP website at www.foip.gov.ab.ca

Source and Methodology

All public bodies including ministries, Executive Council, the Legislative Assembly Office, Office of the Auditor General, the Ombudsman, the Chief Electoral Officer, the Ethics Commissioner, the Information and Privacy Commissioner and agencies, boards and commissions designated in the *Freedom of Information and Protection of Privacy Regulation* submitted quarterly statistical reports of their FOIP requests for 2005-06.

The public bodies track FOIP requests manually or use FOIPNet, a web-based tracking application. Ministry staff verify the quarterly statistical reports to ensure that the reports balance and are consistent with the previously submitted reports. The number of requests reported as completed in 30 days or under and 31 to 60 days are combined and reported against the total number of requests completed.

Performance Measure

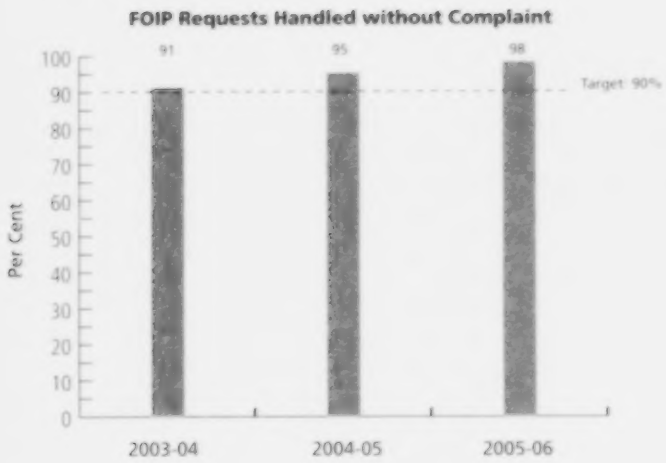
Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner.

Description

Government public bodies are supported in successfully handling their FOIP requests with training and advice provided by Government Services. This measure rates the number of requests handled without complaint against the target of 90 per cent.

Results

98 per cent (key performance measure) of FOIP requests received were handled without complaint. The result was 95 per cent in 2004-05.



Source: Access and Privacy Branch Annual FOIP Statistical Report

Analysis

Based on the 2005-06 results, client satisfaction with the request process and outcomes remains extremely high. The ministry's efforts to support FOIP staff throughout government has been successful as evidenced by the very low number of complaints (two per cent of 2,417 FOIP requests). These results highlight the level of openness and transparency that Albertans can expect from their government.

Source and Methodology

The Office of the Information and Privacy Commissioner uses a tracking system to log all complaints it receives under sections 65 and 53(2) of the FOIP Act. Public bodies track FOIP requests manually or use FOIPNet, a web-based tracking application. Ministry staff verify the quarterly statistical reports to ensure the reports balance and are consistent with previously submitted reports. The number of requests received are combined and reported against complaints received by the Commissioner's Office.

Interested in learning more about *Personal Information Protection Act* (PIPA)?

This legislation helps protect the personal information of the public and employees of private-sector organizations operating in Alberta.

It governs the collection, use and disclosure of personal information by organizations in a manner that recognizes and balances:

- The right of an individual to have his or her personal information protected
- The need of the organizations to collect, use or disclose personal information for purposes that are reasonable

Additional information is available at: www.pipa.gov.ab.ca

FORWARD LOOKING INFORMATION

Introduction

Opportunities exist in 2006-07 to apply new resources and technology to address the service delivery challenges within the ministry resulting from the thriving Alberta economy and advancing consumer sophistication and expectations. Significant key factors expected to influence the ministry in the upcoming year include:

Service Alberta

Albertans view government as a single entity rather than as a series of separate ministries and expect to obtain government services from multiple venues such as call centres, the Internet or in person.

Alberta Government Services' aim is to deliver more services on behalf of government in a citizen-friendly manner. The ministry will develop a comprehensive approach to service channel integration that envisions going beyond the current options available to Albertans. This approach will yield improved service, increased operating efficiency and allow the ministry to leverage its investment in information technology.

Preservation of Service Delivery Standards

Alberta enjoys one of the world's most vibrant and competitive economies. The province welcomes new citizens to Alberta every day and businesses are investing at historic levels. The opportunities enjoyed by Albertans also lead to record volumes of Government Services transactions such as corporate registrations, vehicle registrations and land title transactions. All service areas have recorded significant increases in transaction volumes; however, no area has been impacted as greatly as the Land Titles Registry. The challenge to Government Services will be to provide services to Albertans in the face of this unprecedented growth in demand, while maintaining the high standards of service delivery that Albertans have grown to expect.

Security and Privacy

The Government of Alberta has made Protecting People's Personal Information one of its eight top priorities for 2006-09. This reflects the government's commitment to safeguarding the personal information of Albertans.

Government Services continues to play a leading role in securing Albertans' personal data. Together with other ministries and stakeholders, Government Services will increase its commitment to this critical issue through enhancements to security measures within the registry system.

Utilities Consumer Advocate

One of the ministry's primary goals is to provide effective advocacy for Alberta's homeowners, tenants, farmers and operators of small businesses in the restructured utilities market through the Utilities Consumer Advocate.

Making Albertans more aware of the role and services offered by the UCA has been a continuing challenge. The ministry will build consumer understanding of their options in the restructured electricity and natural gas markets and increase awareness of the services of the UCA. In 2006-07, the UCA will play a lead role in providing consumers with information and tools to address their options in the energy marketplace including keeping them apprised of the changes to the Regulated Rate Option.

Working with internal and external stakeholders will provide a co-ordinated approach to consumer education and awareness.

Promote Effective Information Management

Alberta Government Services leads the development of the governmentwide Information Management Framework and co-ordinates the administration of the *Records Management Regulation*. This also includes the development of policies, standards and other information resources and the provision of training programs and advisory services to government departments, agencies, boards and commissions. Government Services will work collaboratively with the Ministry of Restructuring and Government Efficiency in deploying the Information Management Framework across the Government of Alberta.

Government Services will be the role model for effective information management by having the technology, practices and training in place to enable its own staff to effectively manage and use all information received and generated in the course of the ministry's business in an integrated electronic work environment.

Legislative Renewal

Government Services is responsible for an extensive portfolio of legislation consisting of 36 acts and 73 regulations that must be kept current and responsive to emerging issues. Significant effort and resources are dedicated toward the maintenance of this legislative framework.

Conclusion

Alberta Government Services is well positioned to respond to future opportunities and challenges while maintaining a strong commitment to providing Albertans with the service excellence they have come to expect from the ministry. In the future, the ministry will continue to investigate innovative delivery alternatives for serving Albertans.

Auditor's Report

AUDITOR GENERAL *Alberta*

To the Members of the Legislative Assembly

I have audited the statement of financial position of the Ministry of Government Services as at March 31, 2006 and the statements of operations and cash flows for the year then ended. These financial statements are the responsibility of the management of the Ministry. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2006 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

FCA
Auditor General

Edmonton, Alberta
May 19, 2006

Financial Statements

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Statement of Operations

Year ended March 31, 2006
(in thousands)

	2006		2005
	Budget (Schedule 4)	Actual	Actual (Restated - Note 3)
Revenues (Schedules 1 and 2)			
Fees and licences	$ 356,348	$ 385,492	$ 347,850
Other revenue	4,733	3,467	2,823
	361,081	**388,959**	**350,673**
Expenses - directly incurred (Note 2b and Schedule 8)			
Voted (Schedules 3 and 5)			
Ministry Support Services	5,784	5,420	5,385
Consumer Services and Land Titles	19,971	19,076	18,045
Service Alberta and Registries	24,263	24,415	21,080
Government and Program Support Services	4,123	4,065	3,248
Strategic Information Technology Services	30,945	28,956	25,920
Utilities Consumer Advocate	4,582	2,983	2,423
	89,668	**84,915**	**76,101**
Statutory (Schedules 3 and 5)			
Personal Property Security Judgments	5	-	-
Land Titles Registrar's Assurance Liabilities	20	4	-
Valuation adjustments			
Provision for doubtful accounts	25	243	47
Provision for vacation pay	69	343	308
	119	**590**	**355**
	89,787	**85,505**	**76,456**
Loss on write-down of tangible capital assets	-	925	-
Net operating results	**$ 271,294**	**$ 302,529**	**$ 274,217**

The accompanying notes and schedules are part of these financial statements.

Statement of Financial Position

As at March 31, 2006
(in thousands)

	2006	2005 (Restated - Note 3)
Assets		
Cash	$ 82,167	$ 74,309
Accounts receivable (Note 4)	9,412	7,317
Tangible capital assets (Note 6)	18,453	11,730
	$ 110,032	**$ 93,356**
Liabilities		
Accounts payable and accrued liabilities (Note 7)	$ 35,037	$ 36,049
Unearned revenue (Note 8)	184,663	170,571
	219,700	206,620
Net Liabilities		
Net liabilities at beginning of year	(113,264)	(108,522)
Net transfer to Municipal Affairs	-	(82)
Net operating results	302,529	274,217
Net transfer to general revenues	(298,933)	(278,877)
Net liabilities at end of year	(109,668)	(113,264)
	$ 110,032	**$ 93,356**

The accompanying notes and schedules are part of these financial statements.

Statement of Cash Flows

Year ended March 31, 2006
(in thousands)

	2006	2005 (Restated - Note 3)
Operating Transactions		
Net operating results	$ 302,529	$ 274,217
Non-cash items included in net operating results		
Amortization (Schedule 3)	2,546	2,326
Loss on write-down of tangible capital assets	925	-
Valuation adjustments	586	355
	306,586	**276,898**
(Increase) Decrease in accounts receivable	(2,338)	129
(Decrease) Increase in accounts payable and accrued liabilities	(1,355)	2,976
Increase in unearned revenue	14,092	10,474
Cash provided by operating transactions	**316,985**	**290,477**
Capital Transactions		
Acquisitions of tangible capital assets	(8,480)	(6,310)
Transfer of tangible capital assets from other ministries	(1,714)	-
Cash applied to capital transactions	**(10,194)**	**(6,310)**
Financing Transactions		
Net transfer to Municipal Affairs	-	(82)
Net transfer to Restructuring and Government Efficiency	-	(88)
Net transfer to general revenues	(298,933)	(278,877)
Cash applied to financing transactions	**(298,933)**	**(279,047)**
Increase in cash	**7,858**	**5,120**
Cash, beginning of year	**74,309**	**69,189**
Cash, end of year	**$ 82,167**	**$ 74,309**

The accompanying notes and schedules are part of these financial statements.

Notes to the Financial Statements

Year ended March 31, 2006

NOTE 1 – AUTHORITY AND PURPOSE

The Ministry of Government Services operates under the authority of the *Government Organization Act*, Chapter G-10, Revised Statutes of Alberta 2000.

The ministry supports a fair and effective marketplace in Alberta by providing licensing and registry services and promoting consumer protection. The ministry also leads service improvement initiatives to improve Albertans' access to government and ensure protection of privacy.

NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. These financial statements are prepared in accordance with the following accounting policies that have been established by government for all ministries.

(a) Reporting Entity

All departments of the Government of Alberta operate within the General Revenue Fund (the fund). The fund is administered by the Minister of Finance. All cash receipts of departments are deposited into the fund and all cash disbursements made by departments are paid from the fund. Net transfer (to) from general revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual basis of accounting. Cash received for which goods or services have not been provided by year-end is recorded as unearned revenue.

Internal Government Transfers

Internal government transfers are transfers between entities within the government reporting entity where the entity making the transfer does not receive any goods or services directly in return.

Dedicated Revenue

Dedicated revenue initiatives provide a basis for authorizing spending. Dedicated revenues are shown as credits or recoveries in the details of the Government Estimates for a supply vote. If actual dedicated revenues are

less than budget and total voted expenses are not reduced by an amount sufficient to cover the deficiency in dedicated revenues, the following year's voted expenses are encumbered. If actual dedicated revenues exceed budget, the ministry may, with the approval of the Treasury Board, use the excess revenue to fund additional expenses on the program. Schedule 2 discloses information on the ministry's dedicated revenue initiatives.

Expenses

Directly Incurred

Directly incurred expenses are those costs the ministry has primary responsibility and accountability for, as reflected in the government's budget documents.

In addition to program operating expenses such as salaries, supplies, etc., directly incurred expenses also include:

- Amortization of tangible capital assets.
- Pension costs which comprise the cost of employer contributions for current service of employees during the year.
- Valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay.

Incurred by Others

Services contributed by other entities in support of the ministry operations are disclosed in Schedule 8.

Assets

Financial assets of the ministry are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals.

Assets acquired by right are not included. Tangible capital assets of the ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100,000 and the threshold for all other tangible capital assets is $5,000. All land is capitalized.

Donated tangible capital assets are recorded at their fair value at the time of contribution.

When tangible capital assets are gifted or sold for a nominal sum to parties external to the government reporting entity, the fair values of these physical assets less any nominal proceeds are recorded as grants in kind.

Liabilities
Liabilities are recorded to the extent that they represent present obligations as a result of events and transactions occurring prior to the end of fiscal year. The settlement of liabilities will result in the sacrifice of economic benefits in the future.

Net Liabilities
Net liabilities represent the difference between the carrying value of assets held by the ministry and its liabilities.

NOTE 3 – PROGRAM TRANSFER
(in thousands)

The responsibility for the administration of the Regulatory Review Secretariat was transferred from the Ministry of Government Services to the Ministry of Restructuring and Government Efficiency effective April 1, 2005, as per Order-in-Council 104/2005.

The comparatives have been restated to reflect as if the Ministry of Government Services has always existed without the Regulatory Review Secretariat on April 1, 2004 and throughout the two-year period covered by these financial statements.

Net liabilities, as previously reported at April 1, 2004	$	108,434
Transfer to the Ministry of Restructuring and Government Efficiency		88
Net liabilities at April 1, 2004, as restated	$	108,522

The 2004 amounts were also restated to reflect the termination of a shared service agreement with the Ministry of Municipal Affairs and the transfer of related costs.

NOTE 4 – ACCOUNTS RECEIVABLE

(in thousands)

	2006			2005
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Accounts receivable	$ 9,791	$ 411	$ 9,380	$ 7,158
Refunds from suppliers	32	-	32	159
	$ 9,823	**$ 411**	**$ 9,412**	**$ 7,317**

Accounts receivable are unsecured and non-interest bearing

NOTE 5 – VALUATION OF FINANCIAL ASSETS AND LIABILITIES

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accounts payable and accrued liabilities are estimated to approximate their carrying values because of the short term nature of these instruments.

NOTE 6 – TANGIBLE CAPITAL ASSETS

(in thousands)

	2006				2005
	Estimated Useful Life	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Equipment	3–10 Years	$ 2,499	$ 1,885	$ 614	$ 635
Computer hardware and software	3–5 Years	53,420	35,581	17,839	11,095
		$ 55,919	**$ 37,466**	**$ 18,453**	**$ 11,730**

Equipment includes telephone system.

NOTE 7 – ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

(in thousands)

The ministry has an obligation to pay for goods and services acquired by its program areas and must also remit funds collected on behalf of the Ministry of Justice.

	2006	2005
Other Payables	$ 28,311	$ 29,814
Payable to Ministry of Justice	6,726	6,235
	$ 35,037	**$ 36,049**

NOTE 8 – UNEARNED REVENUE

(in thousands)

The ministry records unearned revenue when it receives payment for services to be provided in a future accounting period.

	2006	2005
Fees and licences		
Motor Vehicles	$ 182,479	$ 167,965
Land Titles	153	155
Personal Property Registry	68	70
Business Corporations Act	10	57
Vital Statistics	83	68
Licensing of Businesses and Trades	270	287
Name Changes	14	34
Other revenue		
Utilities Consumer Advocate *	1,586	1,935
	$ 184,663	**$ 170,571**

* Of the total external funding of $4,612 (2005 - $4,392) that was received by the Utilities Consumer Advocate, $1,586 (2005 - $1,935) was not expended and will be deducted from next year's funding contributions.

NOTE 9 – CONTRACTUAL OBLIGATIONS

(in thousands)

	2006	2005
Service contracts	**$ 58,970**	**$ 62,374**

The aggregate amounts payable for the unexpired terms of these contractual obligations are as follows:

	Service Contracts
2007	$ 26,426
2008	14,764
2009	12,027
2010	3,433
2011	2,320
	$ 58,970

NOTE 10 – CONTINGENT LIABILITIES

(in thousands)

At March 31, 2006, the ministry is a defendant in 14 legal claims (2005 – 12 legal claims). Eleven of these claims have specified amounts totalling $1,497 and the remaining three have no specified amounts (2005 – 10 claims with specified amount of $1.734 and two with no specified amounts). Two claims (2005 – three claims) amounting to $150 (2005 - $990) are covered by the Alberta Risk Management Fund.

The resulting loss, if any, from these claims cannot be determined.

NOTE 11 – TRUST FUNDS UNDER ADMINISTRATION

(in thousands)

The ministry administers trust funds that are regulated funds consisting of public money over which the Legislature has no power of appropriation. Because the province has no equity in the funds and administers them for the purpose of various trusts, they are not included in the ministry's financial statements.

As at March 31, 2006 trust funds under administration were as follows:

	2006	2005
Business licensing security	$ 542	$ 1,945
Miscellaneous trust funds	223	207
	$ 765	**$ 2,152**

NOTE 12 – PAYMENT UNDER AGREEMENT

(in thousands)

The ministry has entered into an agreement with Statistics Canada to explore the feasibility of establishing a secure network for sharing vital event data between federal and provincial organizations. The National Routing System pilot project is fully funded by Statistics Canada. Costs incurred under this agreement are made by the ministry under authority of the *Financial Administration Act*, Section 25. Accounts payable includes $103 relating to the payment under agreement.

Amount paid under the agreement with Statistics Canada is $389.

NOTE 13 – DEFINED BENEFIT PLANS

(in thousands)

The ministry participates in the multi-employer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The ministry also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $2,393 for the year ended March 31, 2006 (2005 - $1,975).

At December 31, 2005, the Management Employees Pension Plan reported a deficiency of $165,895 (2004 – $268,101) and the Public Service Pension Plan reported a deficiency of $187,704 (2004 – $450,068). At December 31, 2005, the Supplementary Retirement Plan for the Public Service Managers had a surplus of $10,018 (2004 – $9,404).

The ministry also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2006, the Bargaining Unit Plan reported an actuarial deficiency of $8,699 (2005 – $11,817) and the Management, Opted Out and Excluded Plan an actuarial surplus of $8,309 (2005 – $3,208). The expense for these two plans is limited to employer's annual contributions for the year.

NOTE 14 – COMPARATIVE FIGURES

Certain 2005 figures have been reclassified to conform to the 2006 presentation.

NOTE 15 – APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

Schedule to Financial Statements

SCHEDULE 1 – REVENUES

Year ended March 31, 2006
(in thousands)

	2006		2005
	Budget	Actual	Actual
Fees and licences			
Motor Vehicles	$ 290,810	$ 311,944	$ 285,068
Land Titles	49,876	55,678	47,250
Personal Property Registry	5,700	6,150	5,699
Business Corporations Act	5,366	6,523	5,255
Vital Statistics	3,192	3,648	3,187
Marriage Licences	712	746	707
Licensing of Businesses and Trades	469	500	455
Name Changes	178	225	184
Other	45	78	45
	356,348	**385,492**	**347,850**
Other revenue			
Utilities Consumer Advocate [(a)]	4,612	3,026	2,457
Refunds of expenditure	50	320	208
Miscellaneous	71	121	158
	4,733	**3,467**	**2,823**
	$ 361,081	**$ 388,959**	**$ 350,673**

(a) The program is funded through a Dedicated Revenue Program with 80 per cent contributed through the Balancing Pool (section 148 of the *Electric Utilities Act*) and 20 per cent through Gas Utilities (section 28.1 of the *Gas Utilities Act*).

In the current year, $4,612 of funding was received (2005 - $4,392). Of this funding, $3,026 is reported as revenue (2005 - $2,457); the unexpended portion of $1,586 is recorded as unearned revenue (2005 - $1,935).

SCHEDULE 2 – DEDICATED REVENUE INITIATIVE

Year ended March 31, 2006
(in thousands)

	2006		
	Authorized Dedicated Revenue	Actual Dedicated Revenue	Shortfall [b]
Utilities Consumer Advocate [a]	**$ 4,612**	**$ 3,026**	**$ 1,586**

Utilities Consumer Advocate

(a) The Utilities Consumer Advocate represents the interests of residential, farm and small business consumers of electricity and natural gas. It also influences utility regulations, policies and practices and informs consumers about electricity and natural gas issues.

80 per cent of its funding is received through the Balancing Pool (section 148 of the *Electric Utilities Act*) with a further 20 per cent from three provincial natural gas distributors (section 28.1 of the *Gas Utilities Act*). In the current year, $4,612 of funding was received. Of this funding, $3,026 is reported as revenue; the unexpended portion of $1,586 is recorded as unearned revenue.

(b) Shortfall is deducted from current year's authorized budget, as disclosed in Schedules 4 and 5 to the financial statements.

SCHEDULE 3 – EXPENSES – DIRECTLY INCURRED DETAILED BY OBJECT

Year ended March 31, 2006
(in thousands)

	2006		2005
	Budget	Actual	Actual (Restated - Note 3)
Voted			
Salaries, wages and employee benefits	$ 34,470	$ 33,005	$ 30,281
Supplies and services	50,708	49,308	43,431
Other	58	56	63
Amortization of tangible capital assets	4,432	2,546	2,326
Total voted expenses	**$ 89,668**	**$ 84,915**	**$ 76,101**
Statutory			
Personal Property Security Judgments	$ 5	$ -	$ -
Land Titles Registrar's Assurance Liabilities	20	4	-
Valuation Adjustments			
Provision for doubtful accounts	25	243	47
Provision for vacation pay	69	343	308
Total statutory expenses	**$ 119**	**$ 590**	**$ 355**

SCHEDULE 4 – BUDGET

Year ended March 31, 2006
(in thousands)

	2005-2006 Estimates	Adjustment	2005-2006 Authorized Budget
Revenues			
Fees and licences	$ 356,348	$ -	$ 356,348
Other revenue	4,733	(1,586)	3,147
	361,081	**(1,586)**	**359,495**
Expenses - Directly Incurred			
Voted operating expenses			
Ministry Support Services	5,784	-	5,784
Consumer Services and Land Titles	19,971	-	19,971
Service Alberta and Registries	24,263	-	24,263
Government and Program Support Services	4,123	-	4,123
Strategic Information Technology Services [b]	30,945	486	31,431
Utilities Consumer Advocate [a]	4,582	(1,586)	2,996
	89,668	**(1,100)**	**88,568**
Statutory expenses			
Personal Property Security Judgments	5	-	5
Land Titles Registrar's Assurance Liabilities	20	-	20
Valuation Adjustments			
Provision for doubtful accounts [b]	25	212	237
Provision for vacation pay	69	-	69
	119	**212**	**331**
Total expenses	**89,787**	**(888)**	**88,899**
Net operating results	**$ 271,294**	**$ (698)**	**$ 270,596**
Equipment / Inventory purchases [b]	**$ 9,378**	**$ (698)**	**$ 8,680**

(a) As dedicated revenue (Schedule 2) was less than the budget, program spending estimates were encumbered. The encumbrance reduced the budgeted amount for voted expenses in the current year.

(b) The ministry received approval from Treasury Board to transfer $698 from capital to operating expenses and $212 from operating expenses to valuation adjustments.

SCHEDULE 5 – COMPARISON OF EXPENSES – DIRECTLY INCURRED, EQUIPMENT AND INVENTORY PURCHASES (EIP) AND STATUTORY EXPENSES BY ELEMENT TO AUTHORIZED BUDGET

Year ended March 31, 2006
(in thousands)

	2005-06 Estimates	Adjustments	2005-06 Authorized Budget	2005-06 Actual Expenses [b]	Unexpended (Over Expended)
Voted Expenses and EIP					
Ministry Support Services					
Minister's Office	$ 374	$ -	$ 374	$ 278	$ 96
Deputy Minister's Office	486	-	486	475	11
Business and Financial Services	2,162	-	2,162	1,919	243
Communications	368	-	368	362	6
Human Resources and Administration	2,258	-	2,258	2,268	(10)
Legal Services	136	-	136	118	18
	5,784	**-**	**5,784**	**5,420**	**364**
Consumer Services and Land Titles					
Program Support	581	-	581	359	222
Consumer Services	5,732	-	5,732	5,431	301
Land Titles Services		-			
Operating expenses	11,991	-	11,991	11,747	244
Equipment / Inventory purchases	-	-	-	41	(41)
Call Centres					
Operating expenses	1,667	-	1,667	1,539	128
Equipment / Inventory purchases	-	-	-	84	(84)
	19,971	**-**	**19,971**	**19,201**	**770**
Service Alberta and Registries					
Program Support	650	-	650	803	(153)
Service Alberta	370	-	370	425	(55)
Registry Services					
Operating expenses	23,243	-	23,243	23,187	56
Equipment / Inventory purchases [c]	245	(55)	190	165	25
	24,508	**(55)**	**24,453**	**24,580**	**(127)**
Government and Program Support Services					
Program Support	238	-	238	256	(18)
Access to Information and Privacy	1,171	-	1,171	941	230
Information management	1,395	-	1,395	1,510	(115)
Legislative Planning					
Operating expenses	639	-	639	670	(31)
Equipment / Inventory purchases	-	-	-	5	(5)
Compliance Accountability and Risk Management	680	-	680	688	(8)
	$ 4,123	**$ -**	**$ 4,123**	**$ 4,070**	**$ 53**

(Continued)

SCHEDULE 5 – COMPARISON OF EXPENSES – DIRECTLY INCURRED, EQUIPMENT AND INVENTORY PURCHASES (EIP) AND STATUTORY EXPENSES BY ELEMENT TO AUTHORIZED BUDGET

Year ended March 31, 2006
(in thousands)

	2005-06 Estimates	Adjustments	2005-06 Authorized Budget	2005-06 Actual Expenses [b]	Unexpended (Over Expended)
Strategic Information Technology Services					
Program Support	$ 251	$ -	$ 251	$ 259	$ (8)
Information Technology Planning and Operations					
Operating expenses [c]	19,866	222	20,088	18,820	1,268
Equipment / Inventory purchases [c]	351	(167)	184	342	(158)
Registries Renewal					
Operating expenses [c]	10,828	264	11,092	9,877	1,215
Equipment / Inventory purchases [c]	8,782	(476)	8,306	7,843	463
	40,078	**(157)**	**39,921**	**37,141**	**2,780**
Utilities Consumer Advocate					
Advocacy Services [a]	4,582	(1,586)	2,996	2,983	13
	4,582	(1,586)	2,996	2,983	13
Total voted expenses and EIP	**$ 99,046**	**$ (1,798)**	**$ 97,248**	**$ 93,395**	**$ 3,853**
Operating expenses	89,668	(1,100)	88,568	84,915	3,653
Equipment / Inventory purchases	9,378	(698)	8,680	8,480	200
Total voted expenses and EIP	**$ 99,046**	**$ (1,798)**	**$ 97,248**	**$ 93,395**	**$ 3,853**
Statutory expenses					
Personal Property Security Judgments	$ 5	$ -	$ 5	$ -	$ 5
Land Titles Registrar's Assurance Liabilities	20	-	20	4	16
Valuation Adjustments					
Provision for doubtful accounts [c]	25	212	237	243	(6)
Provision for vacation pay [d]	69	-	69	343	(274)
Total statutory expenses	**$ 119**	**$ 212**	**$ 331**	**$ 590**	**$ (259)**

(a) As dedicated revenues (Schedule 2) were less than the budget, program spending estimates were encumbered. The encumbrance reduced the budgeted amount for voted expenses in the current year.

(b) Includes achievement bonuses amounting to $645 to management and opted out employees. This amount has been allocated to relevant programs.

(c) The ministry received approval from Treasury Board to transfer $698 from capital to operating expenses and $212 from operating expenses to valuation adjustments.

(d) Includes provision for vacation pay for the Utilities Consumer Advocate $43.

SCHEDULE 6 – SALARY AND BENEFITS DISCLOSURE

Year ended March 31, 2006

	2006				2005
	Base Salary [1]	Other Cash Benefits [2]	Other Non-Cash Benefits [3]	Total	Total
Senior Official					
Deputy Minister [4] [5]	$ 175,754	$ 111,028	$ 39,296	**$ 326,078**	**$ 203,269**
Executives					
Assistant Deputy Ministers					
Consumer Services and Land Titles	148,588	20,889	31,836	**201,313**	**176,612**
Service Alberta and Registries	148,588	20,889	34,459	**203,936**	**177,514**
Government and Program Support Services	133,976	23,370	30,215	**187,561**	**160,459**
Chief Information Officer	123,446	15,603	28,042	**167,091**	**150,319**
Senior Financial Officer [6]	99,294	18,580	23,431	**141,305**	**149,834**
Executive Director, Human Resources and Administration	112,866	20,015	25,030	**157,911**	**135,532**
Executive Director, Registries Renewal and Business Enterprise Systems Transformation [7]	83,402	17,815	20,148	**121,365**	-

Total salary and benefits relating to a position are disclosed.

(1) Base salary includes regular base pay.

(2) Other cash benefits include bonuses, vacation payouts, and lump sum payments.

(3) Other non-cash benefits include government's share of all employee benefits and contributions or payments made on behalf of employees including pension, health care, dental coverage, group life insurance, short and long term disability plans, learning account, professional memberships and tuition fees.

(4) Automobile is provided, but no dollar amount is included in other non-cash benefits figures.

(5) The position was occupied by two individuals in the year ending March 31, 2006. Incumbent joined Government Services on May 3, 2005 (OC 233/2005).

(6) The position was occupied by three individuals in the year ending March 31, 2006, but was vacant between the periods of April 16 to May 15, and July 15 to 31, 2005. Incumbent joined Government Services in August 2005.

(7) This position became part of the Executive Committee, effective August 1, 2005. Salary and benefits for 2006 are for the period of August 1, 2005 to March 31, 2006.

SCHEDULE 7 – RELATED PARTY TRANSACTIONS

Year ended March 31, 2006
(in thousands)

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the ministry.

The ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licences and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this schedule.

The ministry receives services under contracts managed by the Ministry of Restructuring and Government Efficiency. Any obligations under these contracts are reported by the Ministry of Restructuring and Government Efficiency.

The ministry had the following transactions with related parties recorded on the Statement of Operations and the Statement of Financial Position at the amount of consideration agreed upon between the related parties.

	Other Entities	
	2006	2005
Expenses – directly incurred		
Supplies and services	$ 14,376	$ 15,044
Payable to Alberta Justice	$ 6,726	$ 6,235
Transfer of tangible capital assets from Alberta Infrastructure and Transportation	$ 1,714	$ -

During the year, the ministry collected $73,215 (2005 - $66,574) on behalf of the Ministries of Infrastructure and Transportation and Justice. Of this amount, the Ministry of Justice includes $55,555 (2005 - $50,089) as part of their total trust funds under administration.

The ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements and are disclosed in Schedule 8.

	Other Government Entities	
	2006	2005
Expenses – incurred by others		
Accommodation	$ 4,217	$ 4,333
Legal services	778	688
Other	18	6
	$ 5,013	**$ 5,027**

SCHEDULE 8 – ALLOCATED COSTS

Year ended March 31, 2006
(in thousands)

	2006							2005
		Expenses - Incurred by Others			Valuation Adjustments [4]			(Restated Note 3)
	Expenses [1]	Accommodation Costs [2]	Legal Services [3]	Other	Vacation Pay	Doubtful Accounts	**Total Expenses**	**Total Expenses**
Program								
Ministry Support Services	$ 5,420	$ 317	$ 34	$ 18	$ 20	$ -	**$ 5,809**	**$ 5,784**
Consumer Services and Land Titles	19,076	1,761	276	-	154	226	**21,493**	**20,195**
Service Alberta and Registries	24,415	1,474	374	-	84	17	**26,364**	**23,051**
Government and Program Support Services	4,065	510	72	-	28	-	**4,675**	**3,905**
Strategic Information Technology Services	28,956	38	13	-	14	-	**29,021**	**25,988**
Utilities Consumer Advocate	2,983	117	9	-	43	-	**3,152**	**2,560**
Land Titles Registrar's Assurance Liabilities	4	-	-	-	-	-	**4**	**-**
	$ 84,919	**$ 4,217**	**$ 778**	**$ 18**	**$ 343**	**$ 243**	**$ 90,518**	**$ 81,483**

(1) Expenses - Directly Incurred as per Statement of Operations excluding Valuation Adjustments.

(2) Costs shown for Accommodation on Schedule 7 are allocated by square footage.

(3) Costs shown for Legal Services on Schedule 7 are allocated based on estimated costs incurred by each program.

(4) Valuation Adjustments as per Statement of Operations. Vacation Pay and Doubtful Accounts provision included in Valuation Adjustments were allocated as follows:

- Vacation Pay – allocated to program by employee,
- Doubtful Accounts Provision – estimated allocation to program.

Other Information

MINISTRY OF GOVERNMENT SERVICES

Write-offs of Accounts Receivable

For the year ended March 31, 2006

Unaudited

The following statement has been prepared pursuant to section 23 of the *Financial Administration Act*.

During 2005-06, 47 accounts receivable totalling $3,400 were written off. Of this, two accounts related to Land Titles totalling $700. The remainder of the write-offs related to Motor Vehicle receivables.

Acts Administered by Alberta Government Services

Government Services is responsible for a wide array of legislation that has a direct impact on the quality of life and the health of the business climate in Alberta. Below is a list of all legislation administered by Government Services. Visit the Government Services website (www.governmentservices.gov.ab.ca) to review these acts and regulations in more detail or contact the ministry by phone (1-877-427-4088) or e-mail (government.services@gov.ab.ca).

ACT	DESCRIPTION
Agricultural and Recreational Land Ownership Act	Designed to prevent non-Canadians from buying significant amounts of prime agricultural and recreational land. However, the act does not discourage non-Canadian investors who wish to come to Alberta to invest in or to build new manufacturing plants, processing operations, recreational developments or home subdivisions or to expand existing developments.
Business Corporations Act	Provides a mechanism for businesses to incorporate, change a corporate name, file amendments to its articles, amalgamate, dissolve, file annual returns and list directors and shareholders of a company.
Cemeteries Act	Regulates the disposition of human remains; ensures cemeteries meet requirements of local authorities and protects consumers who invest in pre-need cemetery supplies and services and ensures there are perpetual care funds for long-term care of commercial cemeteries.
Cemetery Companies Act	Provides authority for seven or more people to form a company for the purpose of establishing one or more public cemeteries as well as establishing the method of forming a cemetery company and the operating rules. This act only exists to govern existing cemetery companies. Establishment of new cemeteries is now governed by the *Cemeteries Act*, which restricts the establishment of new cemeteries to religious organizations and municipalities.
Change of Name Act	Provides the eligibility to change one's name and a process to register a name change.
Charitable Fund-raising Act	Sets standards for charitable organizations and professional fundraisers when soliciting contributions and helps protect the public from fraudulent, misleading or confusing solicitations. Ensures that members of the public have sufficient information to make informed decisions when making charitable donations.
Companies Act	Allows companies with objectives other than the acquisition of gain to incorporate.
Condominium Property Act	Provides the legislative framework for the creation and operation of any form of condominium, including residential and commercial. This act applies to anyone who develops, owns or manages condominium property.
Cooperatives Act	Repeals and replaces the *Co-operative Associations Act* to meet the needs of the co-operative sector in general, provide for specialized co-operatives, including new generation co-operatives and harmonize Alberta's legislation with federal and provincial co-operatives legislation.
Debtors' Assistance Act	Establishes a Debtors' Assistance Board with powers to provide service, advice and non-financial assistance to debtors who are unable to meet their liabilities.
Dower Act	Grants a married person rights with respect to the disposition of the homestead. This includes the right of the surviving spouse to a life estate in the homestead as well as the personal property of the deceased married person.
Electronic Transactions Act - shared with Alberta Restructuring and Government Efficiency	Removes barriers to electronic commerce by ensuring that electronic records and transactions have the same validity and enforceability as traditional paper-based transactions.

ACT	DESCRIPTION
Fair Trading Act	Enhances consumer protection through remedies, enforcement tools and tougher penalties intended to discourage unfair practices in the marketplace. The act simplifies procedures for business, providing clearer standards to ensure a more level playing field.
Franchises Act	Governs the trading of franchises in Alberta ensuring that a prospective purchaser has the necessary information to make an informed investment decision and the civil remedies to deal with breaches of the act. Provides a means by which franchisors and franchisees will be able to govern themselves and promote fair dealing among themselves.
Freedom of Information and Protection of Privacy Act	Sets out the parameters for obtaining access to records of public bodies including exceptions to disclosure, third party intervention rights and public health and safety override. Also sets out the parameters for the collection, use and disclosure of personal information and defines the powers of the Information and Privacy Commissioner and the process for handling complaints.
Funeral Services Act	Regulates the activities of the funeral industry and allows for the creation of the Alberta Funeral Services Regulatory Board to administer the act.
Garage Keepers' Lien Act	Allows a garage keeper to register in the Personal Property Registry a lien against an owner's vehicle to enforce an unpaid debt for repairs, parts, or storage.
Government Organization Act, Schedule 11	Provides that the Lieutenant Governor in Council may make regulations respecting management of departmental records, the establishment of programs for any matter involving the management of records and defining and classifying records.
Government Organization Act, Schedule 12	Establishes a division of the government known as Alberta Registries and Schedule 12 sets out the statutory functions of that division.
Government Organization Act, Schedule 13	Provides the minister with authority to develop and implement policies, Schedule 13 programs, services and administration procedures in matters pertaining to consumer protection.
Land Titles Act	Details the mechanism for and legal effects of registration of land-related documents and establishes priorities between them. The government guarantees the title and compensates people who have been deprived of an interest in land (e.g. by error of the Registrar or fraud).
Law of Property Act	Provides legal principles in regard to property rights that are the subject of instruments such as contracts, conveyances, and mortgages.
Marriage Act	Provides the legal authority to perform marriages (both religious and civil) as well as the legal requirements for the issuance of marriage licenses and certificates.
Mobile Home Sites Tenancies Act	Deals with landlord and tenant issues relating to mobile home sites in Alberta, setting minimum standards of conduct for both landlords and tenants.
Motor Vehicle Accident Claims Act, s. 2, 3	Provides that the owner of every motor vehicle shall in each year pay a fee in respect to that motor vehicle in the amount prescribed by regulation before the vehicle can be registered.
Partnership Act	Provides legal authority for persons to associate in partnerships and provides rules governing their activities. It also provides for the filing of trade names.
Personal Information Protection Act	Establishes clear, concise rules governing private sector organizations when collecting, using and disclosing personal information.
Personal Property Security Act (except Part 5)	Provides the legal mechanism for all registrations and searches in the Personal Property Registry including registrations authorized under other acts. It also regulates the relationship between secured parties and debtors when personal property is used as collateral to secure payment of a debt or performance of an obligation.

ACT	DESCRIPTION
Possessory Liens Act	Allows a person who has a particular lien for the payment of a debt on a chattel on which the person has expended money, labour or skill to file a lien in the Personal Property Registry.
Real Estate Act	Provides for the creation of the Alberta Real Estate Council to set and enforce standards of conduct.
Religious Societies' Land Act	Establishes a mechanism by which a religious society or congregation may hold land. It also ensures dealings with the land held by a religious society are done in accordance with the wishes of the congregation or religious society.
Residential Tenancies Act	Provides a framework for landlord and tenant relations in Alberta, setting minimum standards of conduct for both landlords and tenants.
Societies Act	Provides legal authority for a society to incorporate for a non-profit purpose and file bylaws for governance of the society.
Surveys Act s. 5(1)(d), (2)(b)	Shared with Sustainable Resource Development. Co-ordinates the establishment and maintenance of a land-related information system network, a mapping system and a cartographic service.
Traffic Safety Act	Shared with Infrastructure and Transportation. Providing rules for the registration and operation of motor vehicles, as well as other matters, this act came into force in May 2003, replacing the *Highway Traffic Act, Motor Vehicle Administration Act, Motor Transport Act and Off-Highway Vehicle Act*. It is a consolidated approach to road safety providing clarity for all road users.
Vital Statistics Act	Provides for the legal registration of all Alberta births, stillbirths, deaths, marriages and adoptions. Also provides for alterations and corrections to the records, issuance of burial permits, certificates, copies, searches of records and compilation of a statistical report.
Warehousemen's Lien Act	Establishes a mechanism for any person lawfully engaged in the business of storing goods as a bailee-for-hire to register a lien against those goods for non-payment of fees for services.
Woodmen's Lien Act	Gives a person who has provided labour or service in relation to logs or timber in Alberta a lien for the amount of any unpaid wages, subject to certain limitations.

Alphabetical List of Government Entities' Financial Statements

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	Ministry Annual Report
Access to the Future Fund[1]	*Advanced Education*
Agriculture Financial Services Corporation	*Agriculture, Food and Rural Development*
Alberta Alcohol and Drug Abuse Commission	*Health and Wellness*
Alberta Capital Finance Authority	*Finance*
Alberta Energy and Utilities Board	*Energy*
Alberta Foundation for the Arts	*Community Development*
Alberta Gaming and Liquor Commission	*Gaming*
Alberta Heritage Foundation for Medical Research Endowment Fund	*Finance*
Alberta Heritage Savings Trust Fund	*Finance*
Alberta Heritage Scholarship Fund	*Finance*
Alberta Heritage Science and Engineering Research Endowment Fund	*Finance*
Alberta Historical Resources Foundation	*Community Development*
Alberta Insurance Council	*Finance*
Alberta Local Authorities Pension Plan Corporation[2]	*Finance*
Alberta Pensions Administration Corporation	*Finance*
Alberta Petroleum Marketing Commission	*Energy*
Alberta Research Council	*Innovation and Science*
Alberta Risk Management Fund	*Finance*
Alberta School Foundation Fund	*Education*
Alberta Science and Research Authority	*Innovation and Science*
Alberta Securities Commission	*Finance*
Alberta Social Housing Corporation	*Seniors and Community Supports*
Alberta Sport, Recreation, Parks and Wildlife Foundation	*Community Development*
Alberta Treasury Branches	*Finance*

[1] Established July 10, 2005.

[2] Incorporated December 16, 2005.

Ministry, Department, Fund or Agency	Ministry Annual Report
ATB Investment Management Inc.	*Finance*
ATB Investment Services Inc.	*Finance*
ATB Services Inc.	*Finance*
Child and Family Services Authorities:	*Children's Services*
Calgary and Area Child and Family Services Authority	
Central Alberta Child and Family Services Authority	
East Central Alberta Child and Family Services Authority	
Edmonton and Area Child and Family Services Authority	
North Central Alberta Child and Family Services Authority	
Northeast Alberta Child and Family Services Authority	
Northwest Alberta Child and Family Services Authority	
Southeast Alberta Child and Family Services Authority	
Southwest Alberta Child and Family Services Authority	
Metis Settlements Child and Family Services Authority	
Credit Union Deposit Guarantee Corporation	*Finance*
Department of Agriculture, Food and Rural Development	*Agriculture, Food and Rural Development*
Department of Advanced Education	*Advanced Education*
Department of Children's Services	*Children's Services*
Department of Community Development	*Community Development*
Department of Education	*Education*
Department of Energy	*Energy*
Department of Finance	*Finance*
Department of Gaming	*Gaming*
Department of Health and Wellness	*Health and Wellness*
Department of Innovation and Science	*Innovation and Science*
Department of Seniors and Community Supports	*Seniors and Community Supports*
Department of Solicitor General and Public Security	*Solicitor General and Public Security*
Department of Sustainable Resource Development	*Sustainable Resource Development*

Ministry, Department, Fund or Agency	Ministry Annual Report
Environmental Protection and Enhancement Fund	*Sustainable Resource Development*
Gainers Inc.	*Finance*
Government House Foundation	*Community Development*
Historic Resources Fund	*Community Development*
Human Rights, Citizenship and Multiculturalism Education Fund	*Community Development*
iCORE Inc.	*Innovation and Science*
Lottery Fund	*Gaming*
Ministry of Aboriginal Affairs and Northern Development[3]	*Aboriginal Affairs and Northern Development*
Ministry of Advanced Education	*Advanced Education*
Ministry of Agriculture, Food and Rural Development	*Agriculture, Food and Rural Development*
Ministry of Children's Services	*Children's Services*
Ministry of Community Development	*Community Development*
Ministry of Economic Development[3]	*Economic Development*
Ministry of Education	*Education*
Ministry of Energy	*Energy*
Ministry of Environment[3]	*Environment*
Ministry of Executive Council[3]	*Executive Council*
Ministry of Finance	*Finance*
Ministry of Gaming	*Gaming*
Ministry of Government Services[3]	*Government Services*
Ministry of Health and Wellness	*Health and Wellness*
Ministry of Human Resources and Employment[3]	*Human Resources and Employment*
Ministry of Infrastructure and Transportation[3]	*Infrastructure and Transportation*
Ministry of Innovation and Science	*Innovation and Science*
Ministry of International and Intergovernmental Relations[3]	*International and Intergovernmental Relations*

[3] Ministry includes only the departments so separate departmental financial statements are not necessary.

Ministry, Department, Fund or Agency	Ministry Annual Report
Ministry of Justice[3]	*Justice*
Ministry of Municipal Affairs[3]	*Municipal Affairs*
Ministry of Restructuring and Government Efficiency[3]	*Restructuring and Government Efficiency*
Ministry of Seniors and Community Supports	*Seniors and Community Supports*
Ministry of Solicitor General and Public Security	*Solicitor General and Public Security*
Ministry of Sustainable Resource Development	*Sustainable Resource Development*
N.A. Properties (1994) Ltd.	*Finance*
Natural Resources Conservation Board	*Sustainable Resource Development*
Persons with Developmental Disabilities Community Boards:	*Seniors and Community Supports*
Calgary Region Community Board	
Central Region Community Board	
Edmonton Region Community Board	
Northeast Region Community Board	
Northwest Region Community Board	
South Region Community Board	
Persons with Developmental Disabilities Provincial Board	*Seniors and Community Supports*
Provincial Judges and Masters in Chambers Reserve Fund	*Finance*
Safety Codes Council	*Municipal Affairs*
Supplementary Retirement Plan Reserve Fund	*Finance*
Victims of Crime Fund	*Solicitor General and Public Security*
Wild Rose Foundation	*Community Development*

[3] Ministry includes only the departments so separate departmental financial statements are not necessary.

ENTITIES NOT INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Fund or Agency	Ministry Annual Report
Alberta Foundation for Health Research	*Innovation and Science*
Alberta Heritage Foundation for Medical Research	*Innovation and Science*
Alberta Heritage Foundation for Science and Engineering Research	*Innovation and Science*
Alberta Teachers' Retirement Fund Board	*Education*
Improvement Districts' Trust Account	*Municipal Affairs*
Local Authorities Pension Plan	*Finance*
Long-Term Disability Income Continuance Plan - Bargaining Unit	*Human Resources and Employment*
Long-Term Disability Income Continuance Plan - Management, Opted Out and Excluded	*Human Resources and Employment*
Management Employees Pension Plan	*Finance*
Provincial Judges and Masters in Chambers Pension Plan	*Finance*
Provincial Judges and Masters in Chambers (Unregistered) Pension Plan	*Finance*
Public Service Management (Closed Membership) Pension Plan	*Finance*
Public Service Pension Plan	*Finance*
Special Areas Trust Account	*Municipal Affairs*
Special Forces Pension Plan	*Finance*
Supplementary Retirement Plan for Public Service Managers	*Finance*
Workers' Compensation Board	*Human Resources and Employment*

SCHOOL, UNIVERSITIES, COLLEGES AND HOSPITALS INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY ON A MODIFIED EQUITY BASIS[4]

School Boards and Schools	Ministry Annual Report
Almadina School Society	*Education*
Aspen View Regional Division No. 19	*Education*
Aurora School Ltd.	*Education*
Battle River Regional Division No. 31	*Education*
Black Gold Regional Division No. 18	*Education*
Boyle Street Education Centre	*Education*
Buffalo Trail Public Schools Regional Division No. 28	*Education*
Calgary Arts Academy Society	*Education*
Calgary Girls' School Society	*Education*
Calgary Roman Catholic Separate School District No. 1	*Education*
Calgary School District No. 19	*Education*
Calgary Science School Society	*Education*
Canadian Rockies Regional Division No. 12	*Education*
CAPE-Centre for Academic and Personal Excellence Institute	*Education*
Chinook's Edge School Division No. 73	*Education*
Christ the Redeemer Catholic Separate Regional Division No. 3	*Education*
Clearview School Division No. 71	*Education*
East Central Alberta Catholic Separate Schools Regional Division No. 16	*Education*

[4] The Public Sector Accounting Board of the Canadian Institute of Chartered Accountants has issued standards that require controlled entities to be fully consolidated line-by-line. In a transitional period to March 31, 2008, the Ministry is permitted to use the modified equity method of accounting. Under the modified equity method, the controlled entities' net assets and operating results would be included in one line on the Ministry's consolidated statements of financial position and operations, respectively. The Ministry has not yet included the financial statements of these controlled entities. In the transitional period, the government will assess when and how to include these controlled entities in the Ministry's consolidated financial statements. The financial results of these controlled entities are included in the consolidated financial statements of the Province of Alberta for the year ended March 31, 2006 on a modified equity basis.

School Boards and Schools	Ministry Annual Report
East Central Francophone Education Region No. 3	*Education*
Edmonton Catholic Separate School District No. 7	*Education*
Edmonton School District No. 7	*Education*
Elk Island Catholic Separate Regional Division No. 41	*Education*
Elk Island Public Schools Regional Division No. 14	*Education*
Evergreen Catholic Separate Regional Division No. 2	*Education*
Foothills School Division No. 38	*Education*
Fort McMurray Roman Catholic Separate School District No. 32	*Education*
Fort McMurray School District No. 2833	*Education*
Fort Vermilion School Division No. 52	*Education*
Foundations for the Future Charter Academy Charter School Society	*Education*
Golden Hills School Division No. 75	*Education*
Grande Prairie Roman Catholic Separate School District No. 28	*Education*
Grande Prairie Public School District No. 2357	*Education*
Grande Yellowhead Regional Division No. 35	*Education*
Grasslands Regional Division No. 6	*Education*
Greater North Central Francophone Education Region No. 2	*Education*
Greater Southern Public Francophone Education Region No. 4	*Education*
Greater Southern Separate Catholic Francophone Education Region No. 4	*Education*
Greater St. Albert Catholic Regional Division No. 29	*Education*
High Prairie School Division No. 48	*Education*
Holy Family Catholic Regional Division No. 37	*Education*
Holy Spirit Roman Catholic Separate Regional Division No. 4	*Education*

School Boards and Schools	Ministry Annual Report
Horizon School Division No. 67	*Education*
Lakeland Roman Catholic Separate School District No. 150	*Education*
Lethbridge School District No. 51	*Education*
Living Waters Catholic Regional Division No. 42	*Education*
Livingstone Range School Division No. 68	*Education*
Medicine Hat Catholic Separate Regional Division No. 20	*Education*
Medicine Hat School District No. 76	*Education*
Moberly Hall School Society	*Education*
Mother Earth's Children's Charter School Society	*Education*
New Horizons Charter School Society	*Education*
Northern Gateway Regional Division No. 10	*Education*
Northern Lights School Division No. 69	*Education*
Northland School Division No. 61	*Education*
Northwest Francophone Education Region No. 1	*Education*
Palliser Regional Division No. 26	*Education*
Parkland School Division No. 70	*Education*
Peace River School Division No. 10	*Education*
Peace Wapiti School Division No. 76	*Education*
Pembina Hills Regional Division No. 7	*Education*
Prairie Land Regional Division No. 25	*Education*
Prairie Rose Regional Division No. 8	*Education*
Red Deer Catholic Regional Division No. 39	*Education*
Red Deer School District No. 104	*Education*
Rocky View School Division No. 41	*Education*
St. Albert Protestant Separate School District No. 6	*Education*
St. Paul Education Regional Division No. 1	*Education*
St. Thomas Aquinas Roman Catholic Separate Regional Division No. 38	*Education*

School Boards and Schools	Ministry Annual Report
Sturgeon School Division No. 24	*Education*
Suzuki Charter School Society	*Education*
Westmount Charter School Society	*Education*
Westwind School Division No. 74	*Education*
Wetaskiwin Regional Division No. 11	*Education*
Wild Rose School Division No. 66	*Education*
Wolf Creek School Division No. 72	*Education*

Universities	Ministry Annual Report
Athabasca University	*Advanced Education*
The University of Alberta	*Advanced Education*
The University of Calgary	*Advanced Education*
The University of Lethbridge	*Advanced Education*

Colleges	Ministry Annual Report
Alberta College of Art and Design	*Advanced Education*
Bow Valley College	*Advanced Education*
Grande Prairie Regional College	*Advanced Education*
Grant MacEwan College	*Advanced Education*
Keyano College	*Advanced Education*
Lakeland College	*Advanced Education*
Lethbridge Community College	*Advanced Education*
Medicine Hat College	*Advanced Education*
Mount Royal College	*Advanced Education*
NorQuest College	*Advanced Education*
Northern Lakes College	*Advanced Education*
Olds College	*Advanced Education*
Portage College	*Advanced Education*
Red Deer College	*Advanced Education*

Technical Institutes and The Banff Centre	Ministry Annual Report
Northern Alberta Institute of Technology	*Advanced Education*
Southern Alberta Institute of Technology	*Advanced Education*
The Banff Centre for Continuing Education	*Advanced Education*

Regional Health Authorities and Other Health Institutions	Ministry Annual Report
Alberta Cancer Board	*Health and Wellness*
Alberta Mental Health Board	*Health and Wellness*
Aspen Regional Health Authority	*Health and Wellness*
Calgary Health Region	*Health and Wellness*
Capital Health	*Health and Wellness*
Chinook Regional Health Authority	*Health and Wellness*
David Thompson Regional Health Authority	*Health and Wellness*
East Central Health	*Health and Wellness*
Northern Lights Regional Health Authority	*Health and Wellness*
Peace Country Health	*Health and Wellness*
Palliser Health Region	*Health and Wellness*

Alberta

ISSN 0702-9640